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Custom View Settings

Topic 1 - Question Set 1

Question #1 *Topic 1*

A company uses two separate unlinked apps to manage sales leads; a Power Apps app and a third-party application.
The client has the following requirements:
- Manage all leads by using the Power Apps app.
- Create a lead in the Power Apps app when a user creates a lead in the third-party application.
- Update leads in the Power Apps app when a user updates a lead in the third-party application.
- Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application.
Which three options can you use to achieve the goal? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Dual-write

B. Custom connector

C. Dataflow

D. Power Automate cloud flow

E. Dataverse connector

Correct Answer: *ADE*
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 Dataverse connector enables calling Custom APIs actions in Power Automate.
E: Dataverse provides access to the environment database on the Microsoft Dataverse Service. It is available for Logic Apps, Power Automate, and Power Apps.
Reference:
https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-write-link-common-data-service-apps
https://docs.microsoft.com/en-us/connectors/commondataservice/ https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api

Community vote distribution
BDE (100%)

TheLadyB Highly Voted 1 year, 9 months ago
I would say BDE instead of ADE.
In the documentation of Dual Write it says: business applications from Microsoft. Being the key word Microsoft, and here we have a third-party application, so we will need the appropiate connectors to its data (and if there aren't any in the market, then we have to build them via a Custom one)
upvoted 31 times

aelsm 1 year, 3 months ago
Dual write is only for integration to D365FO, which is not 3rd party
upvoted 5 times

NoNameBrand Highly Voted 1 year, 6 months ago
BDE
"Power Apps app and a third-party application"
Steps that make sense
1) Custom connector to read/write to the 3rd party app Data
2) Power Automate cloud flow to execute the automation
3) CDS Connector to read/write to the Power App Data

A) Does not contribute to the steps needed for this solution.
Additionally - Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and Operations apps. (Not 3rd party apps)
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/dual-write/dual-write-overview
upvoted 16 times

cengs Most Recent 4 days, 16 hours ago

To achieve the goal of integrating the Power Apps app and the third-party application, the following options can be used:

A. Custom Connector: A custom connector in Power Apps can be used to connect to the third-party application's API and enable the integration between the two apps.

D. Power Automate cloud flow: Power Automate cloud flow can be used to automate the process of creating a lead in the Power Apps app when a user creates a lead in the third-party application, and updating leads in the Power Apps app when a user updates a lead in the third-party application.

E. Dataverse connector: The Power Apps app can be integrated with the third-party application by using the Dataverse connector, which enables the two apps to exchange data. This will allow the management of all leads through the Power Apps app.

These options together can provide a comprehensive solution to meet the client's requirements of integrating the two separate apps for managing sales leads.

upvoted 1 times

SuperZapx 5 months ago

For thoese who reading this, I just pass the test yesterday (7 Sep 2022)

100% of question are from here, Yes it's 100% for me. I don't know, May be it jsut a luck.

However, Microsoft stated this on thier website "The English language version of this exam will be updated on September 26, 2022" So, hurry up!

upvoted 1 times

DavidELong 5 months, 1 week ago

Selected Answer: BDE

Need to create a custom connector that uses the exposed API

upvoted 1 times

rajrutu 9 months ago

this was present today

upvoted 1 times

sivsrinivas 9 months, 2 weeks ago

The question is around the third party app: Data flow & Odata connects ISV solutions, We need customAPI if the connector is not meeting the need, We need P.Automate flow to manage BPF. CDS is used only when you are connecting CDM DB with Canvas. Your BPF is running in CDS env, our ISV is running outside, you are connecting using Dflow/Odata or Custom API. This is what makes sense to me. Other answers are just to distract you

upvoted 1 times

PDLR 10 months, 2 weeks ago

BDE is the correct choice.
A: Dual write is not appropriate in this use case.
" Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and Operations apps."

It's clearly needed a Custom connector not a Finance and Ops connector which is needed here.

upvoted 1 times

Feminho 10 months, 4 weeks ago

Selected Answer: BDE

Custom Connector should be used. You can create an API with Azure functions for example and then go back to your Power Platform and create the Custom Connector

upvoted 2 times

PPDude 11 months ago

Selected Answer: BDE

This is correct.

upvoted 3 times

giogo 11 months, 3 weeks ago

Selected Answer: BDE

custom connector for third-party app

upvoted 2 times

John_Pedro 1 year ago

I say BDE. Dual-Write can only be used for integrating Dataverse into FO. As quoted from the official documentation:
"Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and Operations apps."
See the link:
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/dual-write/dual-write-overview

upvoted 2 times

MohamedVaga 1 year, 1 month ago

BDE is the correct answer :
The dual-write is used when you want connect Dynamics CE with F&O app.

The dataflows is an ETL, it can't be used in this case
upvoted 1 times

ragha81 1 year, 2 months ago
Manage all leads by using the Power Apps app. -- Custom connector needed (or) Dataflows and dataverse connector or power automate needed

Update leads in the Power Apps app when a user updates a lead in the third-party application. - Dataflow or Power automate and Dataverse connector

Connect to the third-party application by using an API. - Custom connector, power automate
upvoted 1 times

ArezouDynamics 1 year, 2 months ago
Even though Dual-write is available to integrate F&O and CRM and there is nothing said in MS. document that can also be used for Legacy systems.
upvoted 1 times

ragha81 1 year, 3 months ago
Why can't Dataflows be used here. It can be used to schedule at certain intervals?
upvoted 1 times

ArezouDynamics 1 year, 2 months ago
My opinion is: Dataflows can also the job. There is just one point that can make power automate flow a better candidate which the flow can be trigger based . meaning as soon as a record was created in legacy system it'll be push into the power apps app. However, dataflow anyways will have a delay. And personally I believe Dataflows would be better solution for massive data migrations not the ad-hoc integrations.
upvoted 2 times

ZZIN 1 year, 5 months ago
I made a comment on the main page, but it didn't get reflected, so I'll write it here.
The problem from here is 40% at most.
You will not be accepted even if you do only the problems from here.
I'm waiting for the problems to be updated.
upvoted 4 times

LTLE 1 year, 4 months ago
Has the exam content changed a lot?
upvoted 1 times

Question #2 *Topic 1*

DRAG DROP -

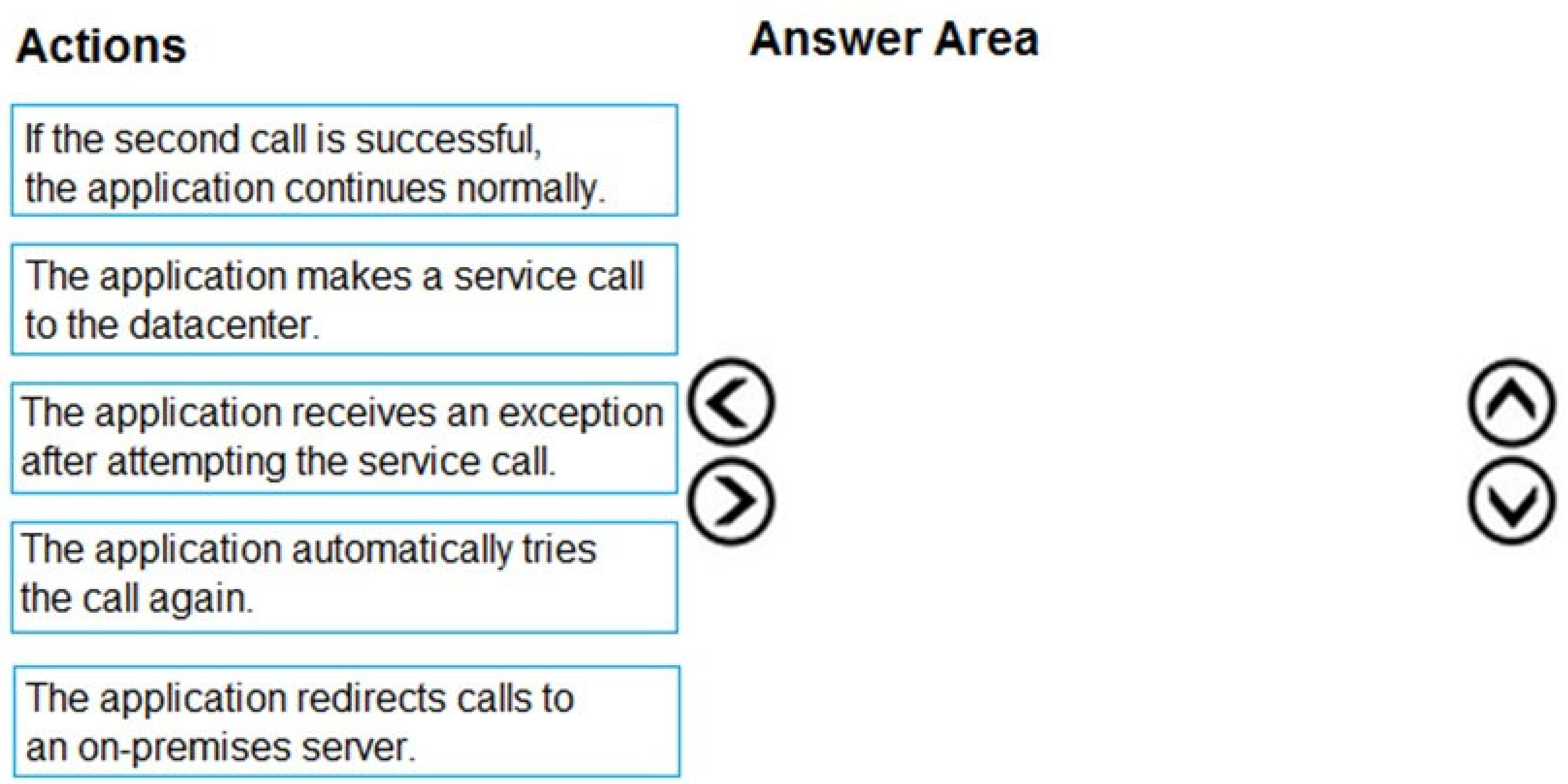
You are designing a business continuity strategy for a client who has a Microsoft Power Platform solution.

The client works with critical data where any data loss creates a high risk.

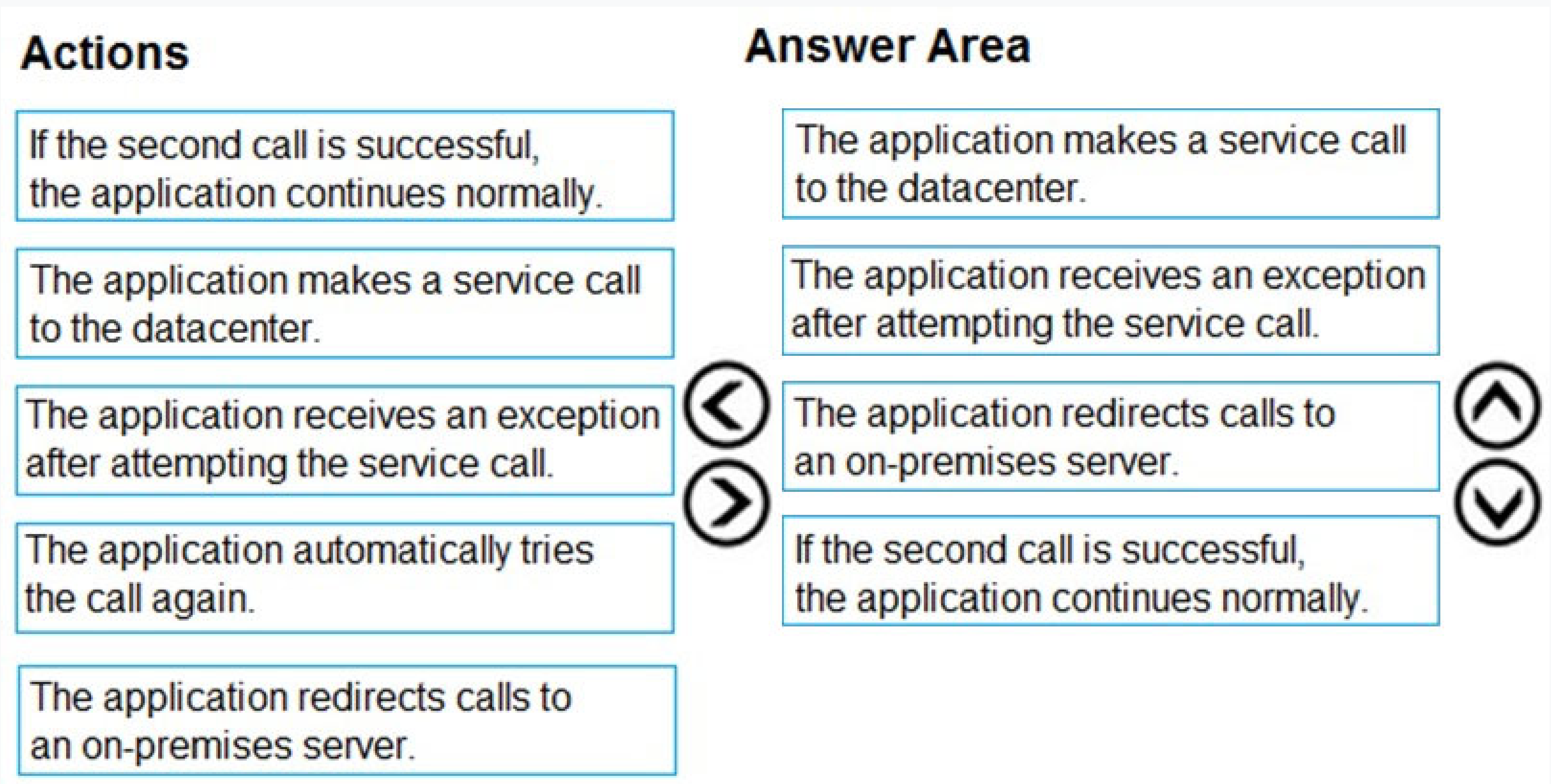
You need to document the retry process for the stakeholders.

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

Select and Place:



Correct Answer:



Icky Highly Voted 8 months, 1 week ago

I disagree. You wouldn't redirect to anywhere unless 4 failed and this question doesn't imply that it does. This was also on the MB-600 and the answer didn't include the on-premise. Not sure why you would. I'm going with. 2), 3), 4), 1)

upvoted 17 times

CRMBug Most Recent 2 months, 2 weeks ago

2.The Applications makes a service call
3. The application receives an exception
4. The app automatically receives a call again
1. If second call is successful then app continues normally

upvoted 1 times

kiranshegde 2 months, 3 weeks ago

2-3-4-1 is the correct answer

upvoted 1 times

Muzera 3 months ago
For me its 2-3-4-1
upvoted 1 times

AlRe 4 months, 3 weeks ago
I agree with the proposed answer. Since the context is business continuity a (backup) on-premises data center makes sense.
upvoted 1 times

ydizdar 2 months ago
But it's asking for a retry scenario not a fallback one.
upvoted 1 times

DavidELong 5 months, 1 week ago
redirecting to on-premises increases Business Continuity Risk. Best real-world answer is 2-3-4-1
upvoted 2 times

vignesh989 6 months, 3 weeks ago
I agree with Icky, there is no mention of a on-premises backup system.
Answer should be, 2-3-4-1
upvoted 4 times

rajrutu 9 months ago
this was present today
upvoted 3 times

ettie54f_p929n 9 months, 1 week ago
Correct
upvoted 2 times

MP270915 7 months, 2 weeks ago
what did you mean is correct?
upvoted 1 times

Question #3 *Topic 1*

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

Correct Answer: *D*
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 ג€" 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

Community vote distribution
D (100%)

N8n0z Highly Voted 1 year, 8 months ago
If using using team previleges it will be easier to configure users. Just adding new ones to the team and they will get the team roles. Instead of adding the users and configuring security for each user.
upvoted 10 times

Icky Most Recent 8 months, 1 week ago
Selected Answer: D
Agree with D, Team Privs
upvoted 4 times

originalwitness 8 months, 3 weeks ago
Selected Answer: D
Correct. It's all I ever use when developing anyways.
upvoted 1 times

Feminho 10 months, 4 weeks ago
Selected Answer: D
• Hierarchy security: You give access based on the role (like managers, C-Level, etc).
• Field-level: Some fields will be hidden for the user. it's used for sensitive data
• User access management: You crate security roles and then give them to users. it's the most common way to work but with a lot of users coming and going it's easier to work with
• Team privileges: It's useful not only to permissions but even to make another kind of work like setting a team as the owner of a record. If your organization is big enough you should you teams anyway...
upvoted 4 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

giogo 11 months, 3 weeks ago
Selected Answer: D
correct
upvoted 2 times

bilal69 1 year, 1 month ago

correct

upvoted 2 times

fhqhfhqh 1 year, 4 months ago

This question was on exam

upvoted 3 times

ragha81 1 year, 3 months ago

What did you answer?

upvoted 1 times

ctmar 1 year, 9 months ago

"facilitate complex security profiles to entities" Facilitate? What does that mean, technically?

upvoted 1 times

Question #4 *Topic 1*

HOTSPOT -

You are designing a Power Platform solution for a company that provides in-home appliance maintenance. When a customer schedules a service appointment, a dispatcher assigns one technician for a specific time and location.

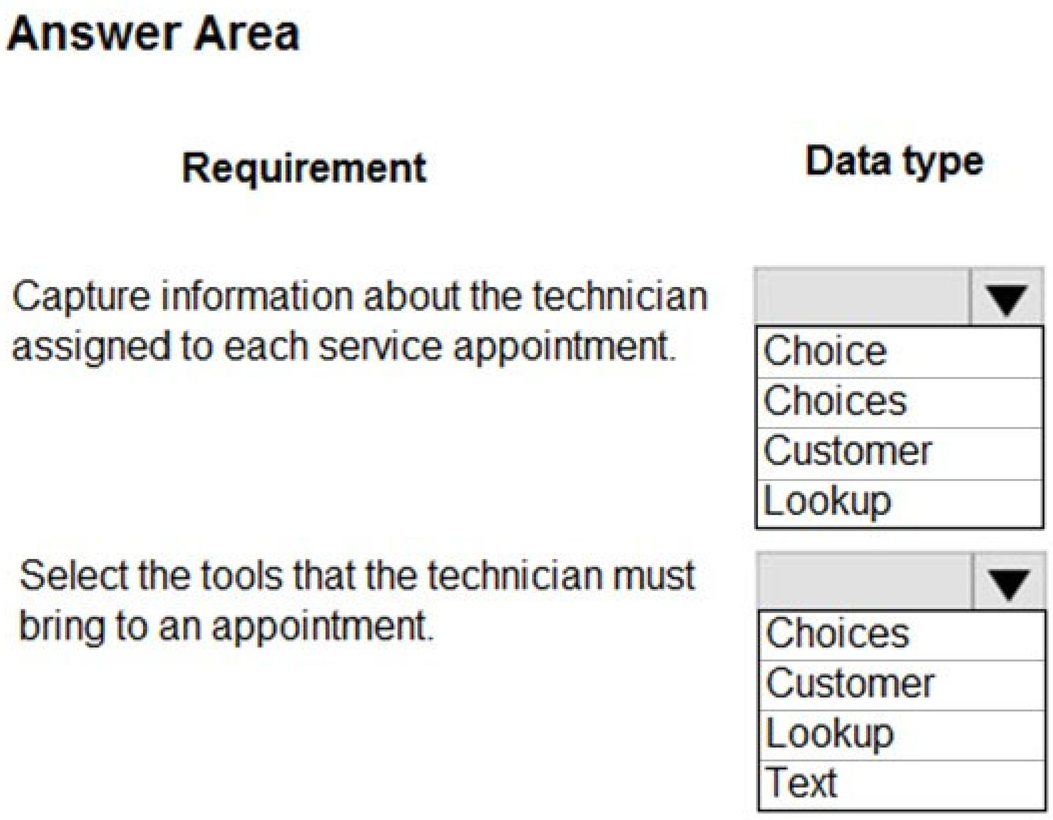
The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

You need to recommend the data type for the captured information.

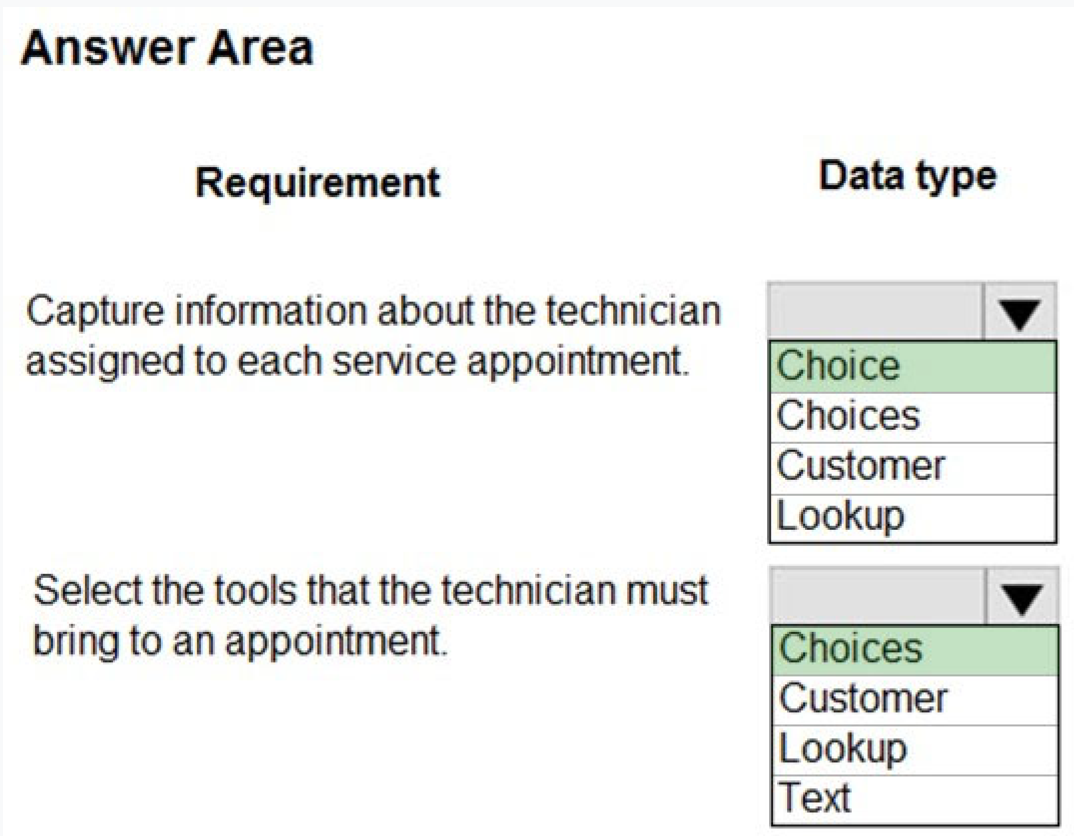
Which data type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Choice -

Like Choices below, but can only select one of the option.

Incorrect Answers:

➾ Customer: A lookup column that you can use to specify a customer, which can be an account or contact.

➾ Lookup: Data in one table often relates to data in another table. For example, you might have a Teachers table and a Class table, and the Class table might have a lookup relation to the Teachers table to show which teacher teaches the class. You can use a lookup column to show data from the Teachers table.

This is commonly referred to as a lookup column.

The LookUp function finds the first record in a table that satisfies a formula. Use LookUp to find a single record that matches one or more criteria. For both, the formula is evaluated for each record of the table

Box 2: Choices -

You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields

ZVV Highly Voted 1 year, 8 months ago
Lookup, Choices
upvoted 59 times

dbaguypw Highly Voted 1 year, 7 months ago
Lookup, Choices for sure. Otherwise you would have to essentially hard code the list of technicians into the choice list.
upvoted 8 times

Muzera Most Recent 3 months ago
Lookup, Choices
upvoted 1 times

Maarten76 6 months, 3 weeks ago
1. Lookup 2. Choices (the tools could also be stored in a table of tools instead of an optionset, but then you'd need a many-to-many relationship, which was not in the answers list).
upvoted 2 times

Icky 8 months, 1 week ago
Resource Types in FS are lookups to tables and are not choices. The answer is Lookup, Choices
upvoted 4 times

rajrutu 9 months ago
this was present today
upvoted 1 times

alainle 9 months ago
Lookup,Choices
upvoted 1 times

sivsrinivas 9 months, 2 weeks ago
Everyone is talking in general terms here. You have to get more specific in customer service applications. In CS in D365, you have list of technicians available on the board with the required skill sets, and the dispatcher picks only one technician. Dispatcher makes one choice based on several factors (as per question: one techie). So, the choice is the right answer. You never lookup in CS app. Def. Choices: coz dispatcher/technician goes with varieties of tools depending on the issue both inventory and non-inventory items that aid the operation.
upvoted 4 times

Feminho 10 months, 4 weeks ago
One technician row: Lookup
N tools options: Choices
upvoted 2 times

giogo 11 months, 3 weeks ago
1. LookUp
2- Choices
upvoted 1 times

MohamedVaga 1 year, 1 month ago
Correct answer : Lookup / Choices
upvoted 2 times

ArezouDynamics 1 year, 2 months ago
The correct answer is Lookup and Choices
Reason for Tools as choices is because You might want to choose multiple tools and Choices are built for this type of needs.
upvoted 4 times

ArezouDynamics 1 year, 2 months ago
In real world, I would select Look up table for both as it gives more flexibility to add more details for each selected value. However in the questions, I believe they wanted us to choose Choices for tools. Since that's also possible. but more limited.
upvoted 6 times

> **Icky** 8 months, 1 week ago
> agreed
> upvoted 1 times

ragha81 1 year, 3 months ago
Lookup, Choice (multi-select)

upvoted 2 times

ellyb 1 year, 4 months ago

1. technician should be a lookup .. why would you use choice for technician?

upvoted 2 times

niloySubs 1 year, 5 months ago

"capture information about the technician assigned to each appointment" this is the key phrase! if we want to track the technician - then definitely its a Look Up.
but it this Q asking for meta data about technician or the technician itself? I'm confused.

upvoted 1 times

CDDT 1 year, 5 months ago

The secod is Choice because it is pointed "select". If it was "Capture" I still would set Lookup. Also Tools could change during time.

upvoted 2 times

HelloWorldHere 1 year, 1 month ago

I believe with select its mentioned "tools" which signifies its multiselect.

upvoted 2 times

Question #5 *Topic 1*

HOTSPOT -

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

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

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

You need to recommend the correct technology for the requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Technology option
Save captured images in an appropriate location.	Business process flow Desktop flow Instant cloud flow Automated cloud flow
Analyze saved images by using an image recognition process.	Instant cloud flow and AI Builder Automated cloud flow and AI Builder Desktop flow and AI Builder

Correct Answer:

Answer Area

Requirement	Technology option
Save captured images in an appropriate location.	Business process flow Desktop flow Instant cloud flow **Automated cloud flow**
Analyze saved images by using an image recognition process.	Instant cloud flow and AI Builder Automated cloud flow and AI Builder **Desktop flow and AI Builder**

Box 1: Automated cloud flow.

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

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

Incorrect Answers:

- Business process flows provide a guide for people to get work done.
- Desktop flows are used to automate tasks on the Web or the desktop.
- Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or

SharePoint.
Box 2: Desktop flow and AI Builder
Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the
Web.
Reference:
https://docs.microsoft.com/en-us/power-automate/flow-types
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/use-power-bi

mister_exam Highly Voted 4 months, 4 weeks ago
I'd say Automated Cloud Flow + Automated Cloud Flow and AI Builder.

The first question is weird. Why move images from A to B when you can directly upload them to a SharePoint location or to a server with a gateway that uses the FileSystem connector?

For the second question, I'd say automated + AI builder like ClairFraser does. When a file gets uploaded...
upvoted 14 times

Odidepse 2 months, 2 weeks ago
Agree. It cannot be desktop flow for the first one, there is no available action to automate captured images except move files, question is 'automate' image capture you can do this only via automated cloud flow via triggered action. The best you can do with a desktop is schedule an unattended flow which is still done through automated cloud flow which is efing expensive (unattended add-on).
upvoted 2 times

ClairFraser Highly Voted 5 months ago
1 - Desktop flow - repeat the upload manually
2 - Automated flow - when a new image uploads...
upvoted 14 times

RichXP Most Recent 1 week, 3 days ago
ChatGPT chose automated cloud flow and Instant cloud flow and AI builder :-)

I would recommend using an automated cloud flow for saving captured images in an appropriate location. This option allows for automatic and real-time storage of images in the cloud, which provides easy access and reliability. Additionally, using the cloud allows for scalability and flexibility in case the organization needs to expand its image storage capacity in the future. Business process flow, desktop flow, and instant cloud flow would not be suitable for this requirement as they lack the automation and real-time capabilities that an automated cloud flow offers.
upvoted 1 times

rayista 1 month, 1 week ago
I would say:
1/ Automated Cloud flow.
2/ Instant Cloud flow. This one because from the first one you can directly do a call to a second flow.
upvoted 1 times

Muzera 3 months ago
It's a complicated question, because we don't have very details. But let's think:

"Staff upload the images manually to a shared drive and then analyze the images"

So we need a desktop flow to automate the upload of files for a appropriated location, probably not desktop, so any service online (like sharepoint, onedrive...)

After upload, we have the files in a online storage, so we can analyze it with an automated cloud flow + AI Builder.

For me is: 1) Desktop flow - 2) Automated Cloud Flow + AI Builder
upvoted 6 times

EuMesmo 3 months, 2 weeks ago
"Staff upload the images manually to a shared drive and then analyze the images"
As the images need to be uploaded and analyzed in a shared drive, it has to be desktop flow for both

I would says:
desktop flow
desktop flow + AI Builder
upvoted 2 times

Question #6 *Topic 1*

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

Correct Answer: *B*
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

Community vote distribution
B (100%)

N8n0z Highly Voted 1 year, 8 months ago
Correct
upvoted 11 times

Muzera Most Recent 3 months ago
Selected Answer: B
PCF Absolutely
upvoted 2 times

CinthiaN 3 months, 2 weeks ago
Selected Answer: B
correct
upvoted 1 times

Icky 8 months, 1 week ago
Selected Answer: B
B is correct
upvoted 1 times

Feminho 10 months, 4 weeks ago
Selected Answer: B
Correct: https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview
upvoted 3 times

Ravindarreddy 11 months, 3 weeks ago
Correct Answer : Power Apps Component Framework
upvoted 2 times

giogo 11 months, 3 weeks ago
Selected Answer: B
correct
upvoted 1 times

tkstagramg 1 year, 7 months ago
exactory
upvoted 1 times

Hassane 1 year, 7 months ago
I agree.
upvoted 1 times

Question #7 *Topic 1*

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

Correct Answer: *BDE*
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.
Incorrect Answers:
A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.
C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search.
Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.
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

Community vote distribution
ABE (80%) BDE (20%)

N8n0z Highly Voted 1 year, 8 months ago
ABE instead? Don't see why would BPF be an answer. Case review could be done at portal level if the current staus is surfaced there or something. And Chatbots definitely need to be in the answer.
upvoted 50 times

NoNameBrand Highly Voted 1 year, 6 months ago
B > A > E

Breaking down each requirement

1) Provide customers with an online portal where they can submit and review cases.
B. Customer self-service portal

2) Ensure that customers can chat online with a customer service representative at any time.
A. Dynamics 365 Virtual Agents chatbots
"With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually."
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

3) Route chats to customer service representatives based on skill and availability.
E. Omnichannel for Customer Service
"In the customer service center, your agents have different skillsets and abilities."
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-skill-work-distribution
upvoted 26 times

waltXc Most Recent 2 weeks, 4 days ago
ChatGPT says its A,B,E. Take that with a grain of salt.
upvoted 1 times

DM13a 4 weeks ago
Selected Answer: BDE
With option E (Omnichannel), I see no reason for selecting A for this case. So considering rest the answer looks correct to me is:
B. Customer self-service portal Most VotedB
D. Business process flows
E. Omnichannel for Customer Service Most Voted
upvoted 1 times

dlnuser 4 weeks ago
Selected Answer: ABE
ABE has to be correct.

B is obvious to fulfill the first requirement.
E is necessary to manage customer service chats and customer service agent skills (Field Service is not required for that, so the use of E means there's no need for C).

The only way that D should be viewed as necessary is that the company will likely need a BPF to manage incoming cases, but that is not related to the solution requirements expressed in the question... Personally, I agree that A should be used, because it insures that customers can talk to an agent (virtual or not) at any point in time (which is one of the requirements), and it can also trigger the routing component (but it could also be triggered automatically using unified routing rules in Omnichannel).
upvoted 1 times

Brooklyn_Itself 1 month ago
I think it's BCE but not for an obvious reason. There is no requirement for a chat bot, rather a requirement to route to agent based on skill and availability (a field service feature). If it wasn't for that requirement I would say virtual agent too... but again there is not a bot requirement.
upvoted 1 times

Muzera 3 months ago
Selected Answer: ABE
ABE Probably
upvoted 1 times

CinthiaN 3 months, 2 weeks ago
Selected Answer: ABE
ABE make sense for me
upvoted 1 times

petertwilliams 4 months, 1 week ago
A,B,E
1) "Provide customers with an online portal where they can submit and review cases."
B: Customer self-service portal

2) "Route chats to customer service representatives based on skill and availability"
This implies there are chats, therefore
A: Dynamics 365 Virtual Agents chatbots

3) "Ensure that customers can chat online with a customer service representative at any time"
E: Omnichannel for Customer Service
This allows for direct communication with a service representative.
upvoted 1 times

mister_exam 4 months, 4 weeks ago
Definitly ABE.
upvoted 1 times

AlRe 5 months ago
Selected Answer: BDE
I think B and E are obvious.
The question is why D rather than A. Well, there are 3 answers required and since C is obviously wrong my vote ist D. There has been never asked for any bot capabilities, hence A is wrong which leaves D as the third option.
upvoted 2 times

vignesh989 6 months, 3 weeks ago
Selected Answer: ABE
Regarding the discussion on Virtual Agents vs Omnichannel, Microsoft recommends using both for a seamless hand-off. So both A & E is required.
https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel
upvoted 3 times

radityoardi 7 months, 1 week ago
In real world scenario, either BDE, or ABD. Am confused why would one want both Virtual Agent and Omni channel at the same time.
upvoted 1 times

Icky 8 months, 1 week ago

Selected Answer: ABE

Business Process Flow doesn't make sense in this context. No context for Field Service either and although VA is included with Omnichannel, I'm going with A, B, E

upvoted 2 times

d365ppp 9 months ago

Do the process of elimination if you are not sure. You do not need V.Agent coz it is already there in Omni channel unified solutionand Fservice is not required. BPF is required for the agents to provide service, portal for them to log as we all do and Omni to communicate. The definite answer is BDE.

upvoted 2 times

rajrutu 9 months ago

this was present today

upvoted 1 times

rodrrr 10 months, 3 weeks ago

Selected Answer: ABE

BPF doesn't make sense in this case.

upvoted 1 times

Question #8 *Topic 1*

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.

Correct Answer: *AB*
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

Community vote distribution
CD (62%) AD (38%)

CDDT Highly Voted 1 year, 5 months ago
Goals: 1) avoid sensitive data from seen, 2) prevent export to Excel from Power BI datasets.
A. NO resolve 1) NO resolve 2) : I can see data different from D365 in Power BI if I don't limit by R-L-S!
B. NO resolve 1) NO resolve 2) : I can Export data from Power BI and I can see sensitive data from Power BI;
C. NO resolve 1) OK resolve 2): I'm not able to export data from Power BI (disable option from dataset) and D365 (test)
D. OK resolve 1) NO resolver 2)
So C and D
upvoted 27 times

BrettusMaximus 6 months, 2 weeks ago
C, D
C is the only option to disable Power BI
https://docs.microsoft.com/en-us/business-applications-release-notes/october18/intelligence-platform/power-bi-desktop/per-report-control-data-export
upvoted 2 times

Eskape Highly Voted 1 year, 4 months ago
I would say A and C
upvoted 13 times

waltXc Most Recent 2 weeks, 4 days ago
ChatGPT says it's C and D :D , I don't know how right it is.
upvoted 1 times

dlnuser 4 weeks ago
CD should be correct.

A is not necessary because access to the Dataverse database is already regulated by the same security roles as the ones in Dynamics 365. Presumably, if RLS is necessary to hide sensitive data, this should also have already been configured--the question does specify that our only task is to replicate the restriction in Power BI, and if the Dataverse dataset is already properly secured, it will still be secured when used for Power BI visualizations.
B is already done as per the question.

C is necessary to restrict data export in Power BI. People can export data from Power BI reports if it's not also restricted in Power BI, and this is not already done as the question only mentions D365 security being set up.
upvoted 1 times

rayista 1 month, 1 week ago
Selected Answer: CD
For me are also CD

upvoted 1 times

petertwilliams 4 months, 1 week ago

Selected Answer: AD

The question states the roles have already been configured and the intent is to make Power BI respect the same behaviour; therefore B & C are ruled out. Also, roles don't provide ability to restrict export of data to Excel in Power BI.

upvoted 1 times

MP270915 7 months ago

Selected Answer: CD

C and D

upvoted 3 times

Icky 8 months ago

Selected Answer: AD

B is out. The security role to restrict data export has already been set. A and D

upvoted 1 times

bingomutant 8 months, 1 week ago

where does goal 2 come from ? I cannot see this requirement in the question.

upvoted 1 times

bingomutant 8 months, 2 weeks ago

A and D
You need to prevent data from being seen, security roles already prevent export
so question is not about export and therefore B and C eliminated
Both A and D address data being seen

upvoted 2 times

originalwitness 8 months, 3 weeks ago

Selected Answer: CD

C and D

upvoted 2 times

ettie54f_p929n 9 months ago

Selected Answer: CD

I'd say it's CD

upvoted 2 times

d365ppp 9 months ago

AB are the right answers. Without settingup the R.lv. Security, sharing the PBI would allow the users to see underlying data. So, the restrictions (row level should be done in D365). Sharing PBI report / Dboard without the the restrictions will expose everything. Eg. Sales people target data. If RLS is not defined and Dboard is shared then they will see the dataof their peers. So,AB are the definite answer.

upvoted 1 times

Shamir06 10 months, 3 weeks ago

I would like to go with CD ..AS option B is regarding the security role for D365 sales which is already handled ..Now we have to handle security for Power BI.

Here in this condition We need to set up same security as D365 security role to stop exporting .

Let me know if any comments for C & D

upvoted 3 times

fre43 11 months, 2 weeks ago

Selected Answer: AD

I should say A+D

upvoted 2 times

LostArc 11 months, 3 weeks ago

This question was there on 20/Feb/2022.

upvoted 1 times

giogo 11 months, 3 weeks ago

Selected Answer: AD

A and D as B/C only limit data export, and since "The Dynamics 365 Sales implementation has security roles that restrict data export." there is no need to limit data export again

upvoted 1 times

Question #9 *Topic 1*

DRAG DROP -

You need to recommend methods for assigning security to each group of users.

The customer provides the following requirements:

➾ Customers need the ability to submit a case through an online portal.

➾ Portal must handle 75 concurrent users submitting cases.

Service data must be retained for at least six years.

▪

You need to determine which requirements are functional or non-functional.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

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.	

Correct Answer:

Answer Area

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

Box 1: Functional -

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

Box 2: Non-functional -

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

Box 3: Non-functional -

Examples of common non-functional requirement types include:

➾ Availability

➾ Compliance/regulatory

➾ Data retention/residency

➾ Performance (response time, and so on)

➾ Privacy

➾ Recovery time

➾ Security

Scalability -

▪

Reference:
https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements

MarkSchouten 1 month, 2 weeks ago
The third one might be debatable... if it's a legal requirement, then it's non-functional, but if it's for the customers to see the service history for the past 6 years, then it's functional.
upvoted 1 times

CRMBug 2 months, 3 weeks ago
Functional
Non Functional
Non Functional
upvoted 2 times

Muzera 3 months ago
Functional in all for me.

Customers can send a case through customer service portal

Customer service portal can handle 75 current users sending cases

The data can be retained for at least six years in dataverse
upvoted 1 times

Muzera 3 months ago
Sorry, forget my comment. I read wrong the question
upvoted 2 times

Cyriharsh 3 months, 1 week ago
This is correct.
upvoted 1 times

brukeye 5 months ago
correct
upvoted 4 times

Question #10 *Topic 1*

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

Correct Answer: *BD*
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.
Incorrect Answers:
A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/about https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow

Community vote distribution
BC (80%) 10% 10%

NoNameBrand Highly Voted 1 year, 6 months ago
B & C

B - "You can now connect to your Oracle Database from PowerApps, Flow and Logic Apps."
https://powerapps.microsoft.com/en-us/blog/connecting-to-oracle-database-from-powerapps-flow-and-logic-apps/

C - "Server-Side Synchronization or Email Router. When you select this option, the server-side synchronization or Email Router will process email messages directly from the user's or queue's inbox"
https://docs.microsoft.com/en-us/power-platform/admin/set-incoming-outgoing-email-synchronization
upvoted 41 times

N8n0z Highly Voted 1 year, 8 months ago
BC I think. I see support tickets as Cases and created from email through case creation rules and not really requiring Customer Voice
upvoted 10 times

Muzera Most Recent 3 months ago
B & C

Microsoft Customer Voice can generate reports about the customer feedback easily, but it not achieve the complete solution.

We need server-side synchronization or email router to send the emails, and need dataverse connector to synchronize with oracle database
upvoted 1 times

ChinhP 3 months, 2 weeks ago
Should be B and C
upvoted 1 times

NataliWinOn365 3 months, 3 weeks ago
Selected Answer: CD

I think without Dynamics Customer Voice there is no possibility to achieve :
➯ Reports must be sent to the executives on a weekly basis.
However, I don't know how to get ➯ Accounts must synchronize with the parent company Oracle database.
upvoted 1 times

dlnuser 4 weeks ago
Customer Voice is the survey tool... It does not send reports apart from survey reports. There is no reason that D should be required to fulfill the solution requirements.
upvoted 1 times

sfeucht 3 months, 3 weeks ago
Selected Answer: BC
clearly B and C
upvoted 1 times

AlRe 5 months ago
Selected Answer: BD
A does not make sense. C neither since SSS refers to Exchange which is not involved here.
upvoted 1 times

Vin22CRM 5 months, 4 weeks ago
I will also choose B & C
upvoted 1 times

brianrxu 6 months, 4 weeks ago
I prefer C & D
"The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse".
Means once I picked CV, I will have Dataverse to save data.
And C is the only way to do the sync.
upvoted 1 times

Icky 8 months ago
Selected Answer: BC
Agree, B&C. D does not fit into the requirements at all
upvoted 3 times

bingomutant 8 months, 2 weeks ago
Yeah B and C - A and D both refer to voice I dont see what voice has to do with anything here
upvoted 1 times

Feminho 10 months, 4 weeks ago
Selected Answer: BC
Any CRM Model can do the trick. you don't need Customer Voice to automatically create cases or any record on CRM, just need to configure a queue and allow the mailbox.
upvoted 2 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

Vin22CRM 5 months, 4 weeks ago
What was the answer
upvoted 1 times

giogo 11 months, 3 weeks ago
Selected Answer: BC
I don't see how Customer Voice would fit into all of the requirements.
upvoted 2 times

John_Pedro 1 year ago
I say B + C. Don't know where Customer Voice would fit into all of the requirements.
upvoted 3 times

ArezouDynamics 1 year, 2 months ago
B&D seems correct to me. Customer Voice, requires the Dynamics 365 enterprise license. so it's not an add-on. Secondly, referring to https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow we see that "Distribute survey: When a survey distributor sends a survey, the survey invitations are stored in Customer Voice services and Dataverse. The survey invitation emails are sent to the recipients by using Dynamics 365 Marketing Email service internally."
upvoted 3 times

MohamedVaga 1 year, 2 months ago
B, C is the correct answer
upvoted 2 times

Question #11 *Topic 1*

DRAG DROP -

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.

Select and Place:

Answer Area

Requirement types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	
Functional	Customer Service representatives must be sent an email when they are assigned a case.	
Non-functional	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.	

Correct Answer:

Answer Area

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

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

Reference:

https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements

N8n0z Highly Voted 1 year, 8 months ago
Correct
upvoted 16 times

rayista Most Recent 1 month, 1 week ago
Correct
upvoted 1 times

Muzera 3 months ago
Correct!
upvoted 1 times

Vin22CRM 5 months, 4 weeks ago
Correct
upvoted 1 times

Vin22CRM 5 months, 4 weeks ago
Correct
upvoted 1 times

Icky 8 months ago
Answer is correct
upvoted 2 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 2 times

giogo 11 months, 3 weeks ago
correct
upvoted 1 times

mohitb99 1 year, 2 months ago
Correct
upvoted 1 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 1 times

> **LTLE** 1 year, 4 months ago
> Did you pass?
> upvoted 1 times

Question #12 *Topic 1*

A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to another employee who creates contacts or updates existing contacts.
You need to recommend a solution to automate the process.
What should you recommend?

A. Excel Online Connector

B. Dynamics 365 Customer Insights

C. Dynamics 365 Customer Service

D. Dynamics 365 Marketing

Correct Answer: *B*
Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customer-based data from different sources. A classic scenario would be to merge data from customer service software, like Freshdesk, and online sales, such as Shopware, into one source for reporting and further data analysis.
Reference:
https://msdynamicsworld.com/story/microsoft-dynamics-365-customer-insights-overview

Community vote distribution
A (50%) D (47%)

Power_Ninja Highly Voted 1 year, 8 months ago
Dynamics 365 Marketing: Marketing Forms could automate this, why use excel in the first place when you can embed a form on the website.
upvoted 25 times

danosagi 1 year, 4 months ago
Requirement says "new submissionS" to "create contactS" and also the data are already in a shared document. In order to create or update contactS (multiple records) efficiently, copy and paste the data to Excel Online would be the fastest. If we use the Marketing form, the contact recordS will have to be input one-by-one, which I wouldn't prefer as a solution when dealing with multiple records most of the cases.

So answer shall be A: Excel Online
upvoted 8 times

NoNameBrand Highly Voted 1 year, 6 months ago
D

The question asks to present a solution, not replicate the existing manual process.

Create, view, and manage marketing forms
"Update contacts/leads: Choose which types of records can be created or updated in response to a form submission. Usually you should leave this set to Contacts and leads"
https://docs.microsoft.com/en-us/dynamics365/marketing/marketing-forms
upvoted 16 times

DM13a Most Recent 4 weeks ago
Selected Answer: D
D. Dynamics 365 Marketing Most Voted
upvoted 1 times

sceretti 2 months ago
Selected Answer: D
Definitely D
upvoted 1 times

Odidepse 2 months, 2 weeks ago
Answer is A excel online. A completed webform saved on a shared drive will have an XML format, quite a common business case. Use excel online connector and map the contacts from the XML. If the form submission is through email, you can use the out of the box features of the d365 modules.
upvoted 1 times

xavier_villafuerte 3 months ago
Selected Answer: A
Dynamics Marketing is the correct answer provided the customer have enough money to pay for it. In addition, it is important to consider the number of records per month being captured from the form. Implementing a Power Automate flow that captures the new record in the Excel form

and performs operations against the Contacts makes sense for me based in a cost - benefit consideration.
upvoted 2 times

CinthiaN 3 months, 2 weeks ago
D365 Marketing
upvoted 2 times

AlRe 4 months, 3 weeks ago
Selected Answer: A
A PowerAutomate Flow can be triggered if a new row is added to the shared (Excel) document (Excel Connector). Then the flow can capture information and populate it to Dataverse.
upvoted 1 times

jchaves90 5 months, 1 week ago
Selected Answer: C
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Dynamics 365 Marketing
upvoted 2 times

Icky 8 months ago
Selected Answer: D
Sure B would work for analysis but its not really automating the entire process. I think its D
upvoted 3 times

bingomutant 8 months, 2 weeks ago
Question wants you to automate the process - this must mean the entire process from start to finish and not just from the shared document - B would meet this requirement. The question is a little ambiguous.
upvoted 1 times

originalwitness 8 months, 3 weeks ago
Selected Answer: A
I'm going with A. The existing process we are trying to automate is sending information from the shared document to be updated. That can be completed with the Excel connector
upvoted 6 times

sivsrinivas 9 months, 2 weeks ago
This question is a bit tricky. The right answer is Insights only. As a solution architect, your job is to propose the best solution which is Insights which is very advanced with all the tools to automate taska and generate reports. Def answer is : Customer Insights
upvoted 2 times

sivsrinivas 9 months, 2 weeks ago
The company wants to automate simple process: of automating a single manual process. You dont need to spend thousands of dollars and implement any CE soloution. You just need excel online. There is no indication of any application here.
upvoted 1 times

ShilpaSudhi 10 months, 3 weeks ago
Selected Answer: D
Dynamics 365 Marketing
upvoted 5 times

Feminho 10 months, 4 weeks ago
Selected Answer: A
If the data is already in a shared document and the office admin is already in the document to make his work, in the end, he could simply use the excel connector to make the automated job.
Yes, Marketing forms can do the trick BUT WHY should we create some external/ landing page just for the Contact Us form? If the website is made in WordPress or Drupal for example, why this specific form needs to be done with another tool?

Think about the customer and user experience as well... it's an architect level exam
upvoted 6 times

Question #13 *Topic 1*

HOTSPOT -

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

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

▪

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

	Yes	No
Capture data from a row during deletion to be used in an automated process.	○	○
Use AI to process forms and automate data entry from paper-based forms.	○	○

Correct Answer:

Answer Area

	Yes	No
Capture data from a row during deletion to be used in an automated process.	◉	○
Use AI to process forms and automate data entry from paper-based forms.	◉	○

Box 1: Yes -

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

Box 2: Yes -

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

Reference:

https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger

danosagi Highly Voted 1 year, 4 months ago

1) YES! - Not with Power Automate Flow, since it doesn't capture useful data except the guid. BUT it can be done with OOB REAL-TIME WORKFLOW. The Deletion trigger of real-time workflow capture the "Before" (Pre-image) data of the deleted record.
2) Yes

upvoted 20 times

AC_DC 1 year, 1 month ago

It says to design a powerplatform solution.

upvoted 2 times

Aedu 11 months, 1 week ago

I agree with AC_DC. Workflows are still part of the Power Platform, but probably only for compatibility reasons. Every time you get the processes overview displayed, there is a nice message indicating that you should use Flows after all. So I understand here that Workflows is not the good answer.

upvoted 1 times

TestingCRM 11 months ago

This would be a synchronous workflow, where Power Automate still doesn't offer an option, so I would say 1) Yes, 2) Yes as @danosagi

upvoted 2 times

NoNameBrand Highly Voted 1 year, 6 months ago

1) No
"Currently the Delete Trigger only returns very limited (and not very useful) data on the record that was deleted - basically just the GUID of record."

https://powerusers.microsoft.com/t5/Power-Automate-Ideas/CDS-Delete-Trigger/idi-p/552844

2) Yes

upvoted 12 times

Zakaria10 1 year, 6 months ago

Agree with you, I wanted to do this with flow without success, flow return only Guid... I hope this changes in the futur...

upvoted 2 times

aok95 Most Recent 12 hours, 39 minutes ago

Understanding that deletion only gives the GUID, but the question is so vague it says capture data not capture useful data. So you can get data from a Flow, just would not be useful to do much with it. Can be argued.

upvoted 1 times

CRMBug 2 months, 3 weeks ago

1.No
2.Yes

upvoted 1 times

xavier_villafuerte 3 months ago

Real time workflows are an integral part of Power Platform and, until MS formally notifies they will be deprecated, they will still be being part of it. So, I don´t see a reason why we could achieve the proposed objective using them. MS could not simply deprecate OOB workflows, especially real-time based because of a matter of compatibility.

upvoted 1 times

petertwilliams 4 months ago

1) Yes. If auditing is turned on, you can use Power Automate to use the GUID retrieved from the trigger to get all the information from the record audit history using OOTB Power Platform components. I have created such Flows many times.
2) Yes

upvoted 1 times

ats04 7 months, 4 weeks ago

Should be No, Yes

upvoted 2 times

Icky 8 months ago

Yes and Yes: https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger. I would include a note on the question in the exam about the GUID for the first one. If you fail the exam, you can challenge it with the notes you add to each of your questions. When unsure, comment.

upvoted 2 times

Dynamic_MD 8 months, 3 weeks ago

Why cant we use plugin here with preimage? I dont think, the word automated process means only 'Process' section of CRM. Plugin is also part of automation. So I would go with Yes, Yes

upvoted 1 times

Icky 8 months ago

Plug in is not OOB

upvoted 1 times

JAVI1771 9 months ago

Both are Yes 100%

upvoted 1 times

PPDude 11 months ago

1. NO
2. YES

upvoted 1 times

LostArc 11 months, 3 weeks ago

This question was there on 20/Feb/2022.

upvoted 1 times

giogo 11 months, 3 weeks ago

1-No (Currently the Delete Trigger only returns very limited (and not very useful) data on the record that was deleted - basically just the GUID of record.)
2-Yes

upvoted 1 times

adiizuum 1 year, 1 month ago

1)No
2) YEs

upvoted 1 times

ArezouDynamics 1 year, 2 months ago

I tested it by delete trigger, you just have access to Guid, not all the fields. So I also agree with No, Yes answers

upvoted 1 times

fhqhfhqh 1 year, 4 months ago

This question was on the exam.

upvoted 1 times

Gourav_msft 1 year, 5 months ago

First should be NO

Delete Trigger does not return the complete set of data retrained in that record. To achieve this you need to use soft delete approach to update/mark/flag it as delete (when Item is modified), read the record and then call the delete functionality. Do its not directly OOB functionality.

upvoted 2 times

Question #14

Topic 1

A company has a custom web-based API that is hosted on Azure. You design a Microsoft Power Platform solution to provide the company additional capabilities.
You need to integrate the Microsoft Power Platform solution with the API.
What should you recommend?

A. Connection reference

B. Custom connector

C. Desktop flow

D. Data gateway

Correct Answer: *B*
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

Community vote distribution

B (100%)

Edi41 1 month ago
Selected Answer: B
Agree with B
upvoted 1 times

rayista 1 month, 1 week ago
agree custom connector
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
Selected Answer: B
Custom connector. And in fact, Azure APIM will now let you create custom connectors automatically when API is registered.
upvoted 2 times

Muzera 3 months ago
Custom Connector
upvoted 1 times

bchat 5 months, 1 week ago
I would go for Custom Connector
upvoted 2 times

Vin22CRM 5 months, 3 weeks ago
Custom Connector
upvoted 1 times

ats04 7 months, 4 weeks ago
correct
upvoted 1 times

Icky 8 months ago
Selected Answer: B
I agree
upvoted 3 times

ettie54f_p929n 9 months ago
Selected Answer: B
Correct
upvoted 4 times

Question #15 *Topic 1*

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

A. Dynamics 365 Field Service

B. Dynamics 365 Customer Service

C. Omnichannel for Customer Service

D. Customer Insights

E. Customer self-service portal

Correct Answer: *BCE*
B: Use Dynamics 365 Customer Service to:
➾ Track customer issues through cases
➾ Record all interactions related to a case
➾ Share information in the knowledge base
➾ Create queues and route cases to the right channels
C: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.
E: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.
Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service
Automation).
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

Community vote distribution
BCE (100%)

Emdy Highly Voted 1 year, 5 months ago
correct
upvoted 8 times

Edi41 Most Recent 1 month ago
Selected Answer: BCE
BCE is correct
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
Correct BCE
upvoted 1 times

Muzera 3 months ago
Selected Answer: BCE
Correct
upvoted 1 times

Anchov 5 months, 1 week ago
Selected Answer: BCE

Correct
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Correct
upvoted 1 times

Icky 8 months ago
Selected Answer: BCE
correct
upvoted 3 times

originalwitness 8 months, 3 weeks ago
Selected Answer: BCE
Correct.
upvoted 1 times

rajrutu 9 months ago
this was present today
upvoted 1 times

fre43 11 months, 2 weeks ago
Selected Answer: BCE
it's right
upvoted 2 times

giogo 11 months, 3 weeks ago
Selected Answer: BCE
correct
upvoted 2 times

Hassane 1 year, 7 months ago
Correct
upvoted 3 times

N8n0z 1 year, 8 months ago
Correct
upvoted 4 times

Question #16 *Topic 1*

HOTSPOT -

A multinational organization uses a single 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.

Hot Area:

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	Single instance; use Microsoft Azure Traffic Manager where needed Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate customers but use the same functionality and need global reporting.	Multiple instances in different regions with data replication Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate functionality and customers but need global reporting on data.	Single instance; use Microsoft Azure Traffic Manager Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance

Correct Answer:

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	Single instance; use Microsoft Azure Traffic Manager where needed Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate customers but use the same functionality and need global reporting.	Multiple instances in different regions with data replication Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate functionality and customers but need global reporting on data.	Single instance; use Microsoft Azure Traffic Manager Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance

Box 1: Single multi-geo instance

Multi-Geo is a Power BI Premium feature that helps multinational customers address regional, industry-specific, or organizational data residency requirements. As a Power BI Premium customer, you can deploy content to datacenters in regions other than the home region of the Power BI tenant.

Box 2: Multiple instances in different regions; Power BI for reporting

Box 3: Single instance; use Microsoft Azure Traffic Manager where needed

Azure Traffic Manager is a DNS-based traffic load balancer. This service allows you to distribute traffic to your public facing applications across the global Azure regions. Traffic Manager also provides your public endpoints with high availability and quick responsiveness.

Reference:
https://docs.microsoft.com/en-us/power-bi/admin/service-admin-premium-multi-geo https://docs.microsoft.com/en-us/azure/traffic-manager/traffic-manager-overview

crisf Highly Voted 1 year, 1 month ago
Note that Microsoft 365 Multi-Geo is not designed for performance optimization, it is designed to meet data residency requirements.

https://docs.microsoft.com/en-us/microsoft-365/enterprise/microsoft-365-multi-geo?view=o365-worldwide

My answers would be:
1 - Single instance: use Microsoft Azure Traffic Manager where needed.
Reason: You can't actively collaborate on anything with multiple instances and replication. You need a single repository of data.

2 - Multiple instances in different regions with data replication
Reason: Customers data is different, so multiple instances are not a problem. You can replicate data when needed and use it any instance for reporting.

3 - Multiple instances in different regions; Power BI for Reporting
Separated data and functionality don't need data replication at all. Power BI is capable of aggregate data from multiple sources.
upvoted 19 times

carlos40999 1 year ago
In Answer 2, how do you do data replication between environments? In my perspective the right answer is with Power Bi for Reporting.
upvoted 13 times

TYYI Highly Voted 1 year, 3 months ago
The 3rd question should be： The multi-tenant
upvoted 11 times

Flatternschuchtern Most Recent 2 weeks, 1 day ago
1) Single Multi-Geo Instance.
Yes, you need a single repository of data, but using Azure Traffic Manager makes literally no sense. It would just route people from different regions to different instances; but you only have one anyway; not to mention it does nothing to improve customization performance.
2) Multiple instances in different regions + power BI.
3) Multiple instances in different regions + power BI.
upvoted 1 times

AMM007 1 month, 3 weeks ago
My answers would be: D-C-B
upvoted 1 times

CRMBug 2 months, 3 weeks ago
1 - Single instance: use Microsoft Azure Traffic Manager where needed.
2 - Multiple instances in different regions; Power BI for Reporting
3 - Multiple instances in different regions; Power BI for Reporting
upvoted 3 times

YFSun 6 months, 1 week ago
1) Single instance; use MS azure Traffic Manage where needed – Division actively collaborates on customers
Using MS traffic manager to improve the performance.
2) Single multi-geo instance – Regions have separate customers but use the same functionality and need global reporting
Because of separate customers but same functionality, can use Geo-based Business Unit to handle this situation.
3) Multiple instances in different regions; Power BI for reporting – Regions have separate functionality and customers but global reporting on data
Key point here is SEPERATE functionality AND customers, have to develop separate functionalities in respective instance, but can use PBI with the data sets from the instances to issue global reporting. In addition, here not select Multi Tenant, because it cannot global reporting.
upvoted 4 times

nasuanda 7 months, 3 weeks ago
1 - A. Single instance; use Microsoft Azure Traffic Manager where needed
(Azure Traffic Manager is a DNS-based traffic load balancer, so will not hurt)

Multi tenant and Multi instance will force you to sync data between environments and it was clearly pointed that divisions collaborate.
Single multi-geo instance there is no multi-geo instance for power platform.
https://www.microsoftpartnercommunity.com/t5/KUMPPANIFOORUMI-General/Dynamics-365-Multi-geo-tenant/m-p/36214

Regards, MiTu
upvoted 1 times

nasuanda 7 months, 3 weeks ago
2 - C. Multi instances in different regions, Power BI for reporting

Separate customers - means can operate on different environment locate in different regions (closer to users). No need for data replication, while there are separated Customers.
Same functionality - means that DevOps pipeline will deploy the same functionalities to many production environments.

Multi-tenat approach will complicate, it will be treated as separated companies regarding licensing, separated accounts in Azure AD, Exchange.

Multi tenant approach should be taken when there are legal, regulatory constraints.

Regards, MiTu
upvoted 1 times

nasuanda 7 months, 3 weeks ago
3 - C. Multi instances in different regions, Power BI for reporting

Separate functionality - means even that Dev environments may be separated
Dev Europe -> Prod Europe
Dev US -> Prod Europe
Separate customers - as earlier, data can be splitted into separated regions and in each regional environment will store their own Customers and related to Customers data.

Regards, MiTu
upvoted 1 times

Icky 8 months ago
In reading through all the documentation, I'm going with 1) Single instance; use Microsoft Azure Traffic Manager where needed and 2) & 3) Multiple instances in different regions; Power BI for Reporting
upvoted 10 times

rajrutu 9 months ago
this was present today
upvoted 1 times

sivsrinivas 9 months, 2 weeks ago
3. Data and functionality are different so they are not dependent. Multiple instances with PBI would be the answer.
upvoted 1 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

giogo 11 months, 3 weeks ago
1 - Single instance: use Microsoft Azure Traffic Manager where needed.
You can't actively collaborate on anything with multiple instances and replication. You need a single repository of data.

2 - Multiple instances in different regions; Power BI for Reporting
Separated data and functionality don't need data replication at all. Power BI is capable of aggregate data from multiple sources.

3 - Multiple instances in different regions; Power BI for Reporting
Same as 2
upvoted 8 times

janehu 8 months, 2 weeks ago
I passed the test today and my answer is the same as yours.
upvoted 2 times

Vivinator1 1 year, 2 months ago
This question was on the exam
upvoted 1 times

codename 11 months, 1 week ago
No Reply ..
upvoted 1 times

ArezouDynamics 1 year, 2 months ago
what was ur answer?
upvoted 1 times

HelloWorldHere 1 year, 1 month ago
What is the correct Ans ?
upvoted 1 times

Question #17 *Topic 1*

HOTSPOT -

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.

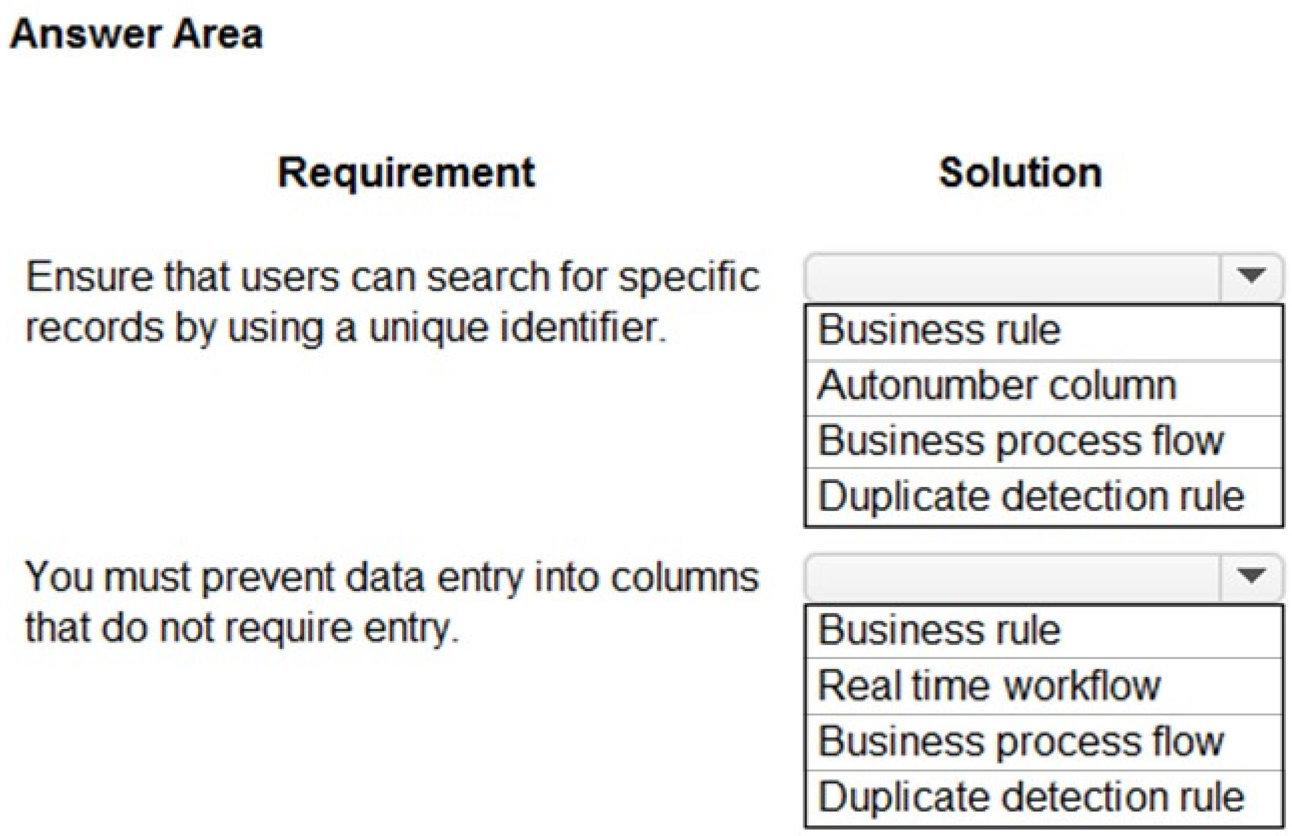
➾ The record form displays all fields. Many of the fields are not used.

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

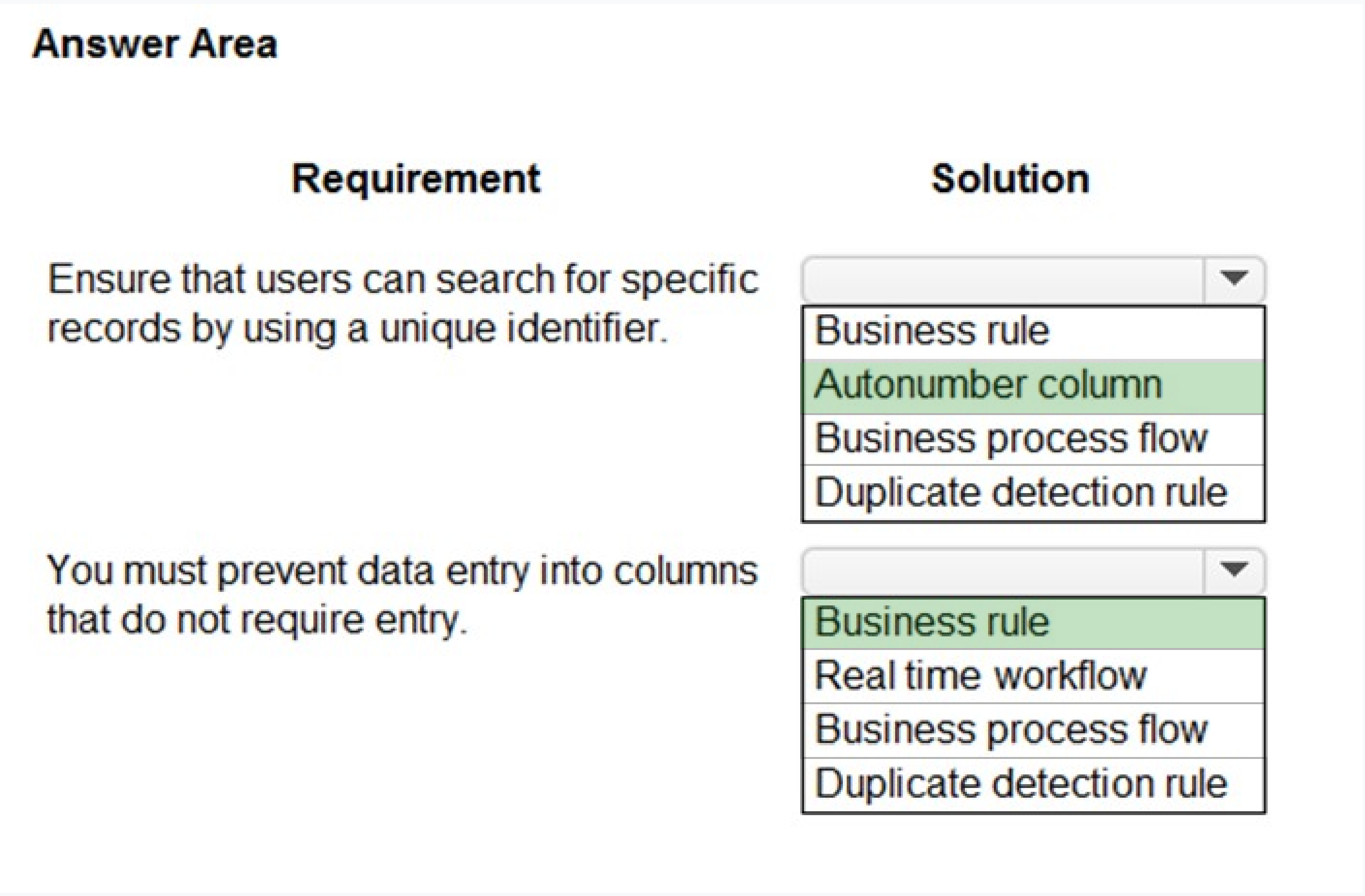
Which component should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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.

Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/autonumber-fields https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

rayista 1 month, 1 week ago
for me second will be also BPF, you put the whole form as read only and you will only be able to modify fields with BPF
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
Correct
upvoted 3 times

Muzera 3 months ago
correct
upvoted 1 times

hermnx 4 months, 3 weeks ago
correct!
upvoted 4 times

ClairFraser 6 months, 1 week ago
Still BPF even with the poor choise of words - the fields must not remain entry, they are just not required. Let's say the "Must prevent" is not for all and each of the fields but as a whole.
upvoted 1 times

Tamim1210 8 months ago
Agree!
upvoted 2 times

sivsrinivas 9 months, 2 weeks ago
BR is based on the rule. There is no rule here to hide or disable based on certain values or conditions. The simple and straight forward answer would be BPF where you remove those clumns and present only the required columns on the form to the user.
upvoted 2 times

sivsrinivas 9 months, 2 weeks ago
But the question is not how to disable the column. It is, how to prevent them from entering. So, it can be done in BPF by adding the required columns in the grid or any form.
upvoted 1 times

> **ddu** 7 months, 1 week ago
> The problem here for me is the statement "prevent to", if it was "how to guide users" I would also said BPF but if this is really to "prevent" then it should be a BR
> upvoted 5 times

giogo 11 months, 3 weeks ago
correct
upvoted 1 times

Muzera 1 year ago
Correct!
upvoted 4 times

Hatz 1 year, 2 months ago
Agree!
upvoted 3 times

Question #18 *Topic 1*

DRAG DROP -

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.

Select and Place:

Solutions

- Canvas app
- Model-driven app
- Dynamics 365 Customer Service

Answer Area

Scenario	Solution
Show the app in Microsoft Outlook.	Solution
Use Universal Resource Scheduling.	Solution
Take notes on a mobile phone and record GPS coordinates automatically.	Solution

Correct Answer:

Solutions

- Canvas app
- Model-driven app
- Dynamics 365 Customer Service

Answer Area

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

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 -

Reference:

https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling

Edi41 1 month ago

Correct

upvoted 1 times

Odidepse 2 months, 2 weeks ago

On a note Dynamics 365 is a model driven app module and can show as an outlook app.I hate this question but presented answer is correct.

upvoted 1 times

Odidepse 2 months, 2 weeks ago

My bad, d365 customer service module is more expensive so make your own version of customer service using model driven app. Questions is save money, still correct answer.

upvoted 1 times

Vin22CRM 5 months, 3 weeks ago

Correct

upvoted 3 times

Oakeshott 6 months, 1 week ago

Is universal scheduling an element of customer service? I am afraid it is not. It is only an element of field service and project operations

upvoted 1 times

Mustaque 5 months, 3 weeks ago

MS Docs:

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.

upvoted 7 times

Shamir06 5 months, 4 weeks ago

your answers please

upvoted 1 times

Icky 8 months ago

i Agree

upvoted 1 times

rajrutu 9 months ago

this was present today

upvoted 1 times

giogo 11 months, 3 weeks ago

correct

upvoted 1 times

Hatz 1 year, 2 months ago

Agree!

upvoted 3 times

bee2 1 year, 3 months ago

Correct

upvoted 2 times

Question #19 *Topic 1*

DRAG DROP -

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.

Select and Place:

Solutions

- Dynamics 365 Field Service
- Dynamics 365 Customer Voice
- Dynamics 365 Customer Insights

Answer Area

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

Correct Answer:

Solutions

- Dynamics 365 Field Service
- Dynamics 365 Customer Voice
- Dynamics 365 Customer Insights

Answer Area

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

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.

Incorrect Answers:

Dynamic 365 Customer Voice empowers your organization to quickly collect and understand omnichannel feedback at scale to build better customer experiences.

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/overview https://dynamics.microsoft.com/en-us/customer-voice/capabilities

bee2 Highly Voted 1 year, 3 months ago
Should be Field Service for all 3.
upvoted 40 times

Joselcd70 Highly Voted 1 year, 3 months ago
According to this article from microsoft, the first answer should be Dynamics 365 Field Services.
https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-knowledge-management
upvoted 13 times

sivsrinivas 9 months, 2 weeks ago
Absolutely. All the task guides, holograms, and VR AR, with guides are part of FS.
upvoted 4 times

Edi41 Most Recent 1 month ago
I would say D365 Field Service to all
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
Field services for all 3. Customer Insights is a customer data platform to unify, match, merge customer data. It does nothing with knowledge articles whatsoever.
upvoted 2 times

Muzera 3 months ago
All Should be Field Service
upvoted 1 times

Asif9923 3 months, 1 week ago
All Should be Field Service
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
All should be Field Service
upvoted 1 times

Icky 8 months ago
Customer Insights is for data analysis. Its Field Service for all three of these.
upvoted 6 times

rajrutu 9 months ago
this was present today
upvoted 2 times

sivsrinivas 9 months, 2 weeks ago
FS for all. Task guide is a part of FS not customer insights
upvoted 3 times

giogo 11 months, 3 weeks ago
I thought it was correct but after reading the link posted by Joselcd70 i think it should be Field Service for all 3.
https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-knowledge-management
upvoted 4 times

Question #20 *Topic 1*

You are designing a Power Platform solution.
The company wants its development team to create an interactive slider visualization to indicate and filter timeframe data that can be used across all of its apps that can be styled and manipulated by using code.
You need to recommend a technology that meets these requirements.
Which technology would you recommend the developers adopt to assist the implementation team?

A. Web resource

B. Power Apps Component Framework control

C. JavaScript

D. Canvas app

Correct Answer: *B*
Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps. These code components can be used to enhance the user experience for users working with data on forms, views, dashboards, and canvas app screens. For example, you can:
Replace a column on a form that displays a numeric text value with a dial or slider code component.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview

Community vote distribution
B (100%)

Muzera Highly Voted 1 year ago
Selected Answer: B
Correct!
upvoted 8 times

Edi41 Most Recent 1 month ago
Selected Answer: B
Correct
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
Selected Answer: B
Most likely B. You can do sliders in Canvas Apps too, but programatically working with them would be more optimal in Component Framework.
upvoted 2 times

Muzera 3 months ago
Correct
upvoted 1 times

Icky 8 months ago
Selected Answer: B
PA Component Framework for the win!
upvoted 4 times

giogo 11 months, 3 weeks ago
Selected Answer: B
correct
upvoted 2 times

ArezouDynamics 1 year, 2 months ago
Correct!
upvoted 3 times

Question #21 *Topic 1*

You are designing a Power Platform solution for a company. The company issues each employee a tablet device.
The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:
- Users must have a visual guide to know which data to enter in each step of the opportunity management process.
- The system must automatically assign the opportunity to a manager for approval once all data is entered.
- The system must notify an assignee each time an opportunity is assigned to them by using push notifications.
- When a user selects a push notification, the associated opportunity must display.

You need to recommend the Power Platform components that will meet their requirements.
Which three Power Platform components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Business process flows

B. Power Apps mobile apps

C. Power Virtual Agents chatbots

D. Power Automate desktop flows

E. Power Automate cloud flows

Correct Answer: *ABE*
A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process.
B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for
Power Apps mobile by using the Power Apps Notification connector. You can send notifications to any app that you create in Power Apps.
E: Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.
- Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Reference:
https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification

Community vote distribution
ABE (100%)

Edi41 1 month ago
Selected Answer: ABE
Correct
upvoted 2 times

Brooklyn_Itself 2 months, 4 weeks ago
Correct
upvoted 2 times

Muzera 3 months ago
Selected Answer: ABE
Correct
upvoted 1 times

Asif9923 3 months, 1 week ago
Correct
upvoted 1 times

Icky 8 months ago
Selected Answer: ABE
ABE is correct
upvoted 3 times

CyrilleC 8 months, 1 week ago
Selected Answer: ABE

Correct

upvoted 1 times

PPDude 11 months ago

Selected Answer: ABE

This is correct

upvoted 1 times

giogo 11 months, 3 weeks ago

Selected Answer: ABE

correct

upvoted 2 times

PradeepG433 1 year, 1 month ago

right answer

upvoted 4 times

apatrick 1 year, 2 months ago

correct

upvoted 3 times

Question #22 *Topic 1*

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 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

Correct Answer: *AD*
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

Community vote distribution
AD (100%)

Hatz Highly Voted 1 year, 2 months ago
Agree!
upvoted 7 times

Edi41 Most Recent 1 month ago
Selected Answer: AD
AD correct
upvoted 2 times

Brooklyn_Itself 2 months, 4 weeks ago
Correct
upvoted 1 times

Muzera 3 months ago
Selected Answer: AD
Agree!
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Selected one is correct
upvoted 1 times

Kollyjose 7 months, 3 weeks ago
correct
upvoted 1 times

Icky 8 months ago
Selected Answer: AD
AD is correct
upvoted 3 times

PPDude 11 months ago
Selected Answer: AD

This is correct

upvoted 1 times

giogo 11 months, 3 weeks ago

Selected Answer: AD

Correct

upvoted 2 times

anku30 1 year ago

Correct

upvoted 2 times

apatrick 1 year, 2 months ago

correct

upvoted 1 times

lms001 1 year, 2 months ago

CORRECT

upvoted 2 times

Question #23 *Topic 1*

You are designing a 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. business rules to identify top customers

B. customer maintenance procedures

C. usability of business process flows

D. time-to-load forms

E. solution regulatory compliance

Correct Answer: *BDE*
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

Community vote distribution
BDE (63%) CDE (36%)

Icky Highly Voted 8 months, 1 week ago
Selected Answer: BDE
"usability" is functional by nature so C is a "functional" requirement. B, D, E is the correct answer
upvoted 16 times

David_Zed Highly Voted 1 year ago
Selected Answer: CDE
CDE is correct anwser
upvoted 5 times

sivsrinivas 9 months, 2 weeks ago
Def. C is not a functional req
upvoted 2 times

sivsrinivas 9 months, 2 weeks ago
Sorry my apology. Def. C is a functional req. It is about UI/UX of the users.
upvoted 1 times

Edi41 Most Recent 1 month ago
Selected Answer: BDE
I would say BDE
upvoted 1 times

moserose 1 month, 1 week ago
I WILL GO FOR BCD
upvoted 1 times

rayista 1 month, 1 week ago

Selected Answer: BDE
BDE in my opinion
upvoted 1 times

Odidepse 2 months, 2 weeks ago
Answer is CDE. BPF is a function, 'usability' of BPF is NFR because it is an assessment of the usability of BPF. Time to load forms is performance and third is regulatory compliance. Business rule is a functional second, customer maintenance procedures are functional as well which can either be a KB article feature funtionality or the ones that are available for Field service modules.
upvoted 2 times

Muzera 3 months ago
Selected Answer: BDE
BDE is the correct answer
upvoted 1 times

xavier_villafuerte 3 months ago
Selected Answer: CDE
Check this explanation:
https://enkonix.com/blog/functional-requirements-vs-non-functional/
Non-functional: Requirements that describe how the system works.
Functional: Something the system must do
Usability is a non-functional requirement.
upvoted 3 times

KA90 3 months, 3 weeks ago
Selected Answer: BDE
Correct answer
upvoted 2 times

cleon37 4 months, 3 weeks ago
BDE si correcto answer. Erroneously he also proposed the C, but somehow if You can mesaure the use of BPF, Even with native componentes such as the sales pipelane chart
upvoted 1 times

Anchov 4 months, 3 weeks ago
Selected Answer: BDE
BDE is the correct answer
upvoted 2 times

mister_exam 4 months, 4 weeks ago
I'd say CDE, because customer maintenance procedures can be functional requirements, since they are process oriented. The other requirements are not process oriented.
upvoted 3 times

kangtamo 5 months ago
Selected Answer: BDE
I support BDE as well.
upvoted 1 times

sunil121212 5 months, 2 weeks ago
Definately BDE
upvoted 1 times

davzi 5 months, 2 weeks ago
BDE is correct I believe.
Types of Non-functional Requirements :
Scalability.
Reliability.
Regulatory.
Maintainability.
Serviceability.
Utility.
Security.
Manageability.
upvoted 2 times

dudenKo 5 months, 3 weeks ago
Selected Answer: BDE
correct
upvoted 1 times

d173928 5 months, 3 weeks ago
Selected Answer: BDE
I would go with BDE

upvoted 2 times

Question #24 *Topic 1*

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

Correct Answer: *B*
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

Community vote distribution
B (100%)

Edi41 1 month ago
Selected Answer: B
B is correct
upvoted 1 times

rayista 1 month, 1 week ago
Selected Answer: B
BFP is correct
upvoted 1 times

AmineKolsi 2 months, 3 weeks ago
Selected Answer: B
BPF is correct
upvoted 4 times

Muzera 3 months ago
Selected Answer: B
BPF is Correct
upvoted 1 times

ArezouDynamics 4 months, 3 weeks ago
I believe it should be B and D. Playbook allows to have a documented instructions for each entity Opp, Quote and Order.
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
BPF is Correct
upvoted 1 times

Icky 8 months, 1 week ago
Selected Answer: B
I would have said Playbook if it hadn't been for the first comment of "regardless of device" as Playbook is only available on the Sales Hub app. In this case, the answer has to be B
upvoted 4 times

YA_ 4 months, 3 weeks ago
Any reason why playbook cannot work regardless of the device? I just tested it and sales hub with playbooks work on both pc and mobile app.
upvoted 2 times

shaokaofanqie 9 months, 2 weeks ago

Correct

upvoted 2 times

Question #25 *Topic 1*

HOTSPOT -

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.

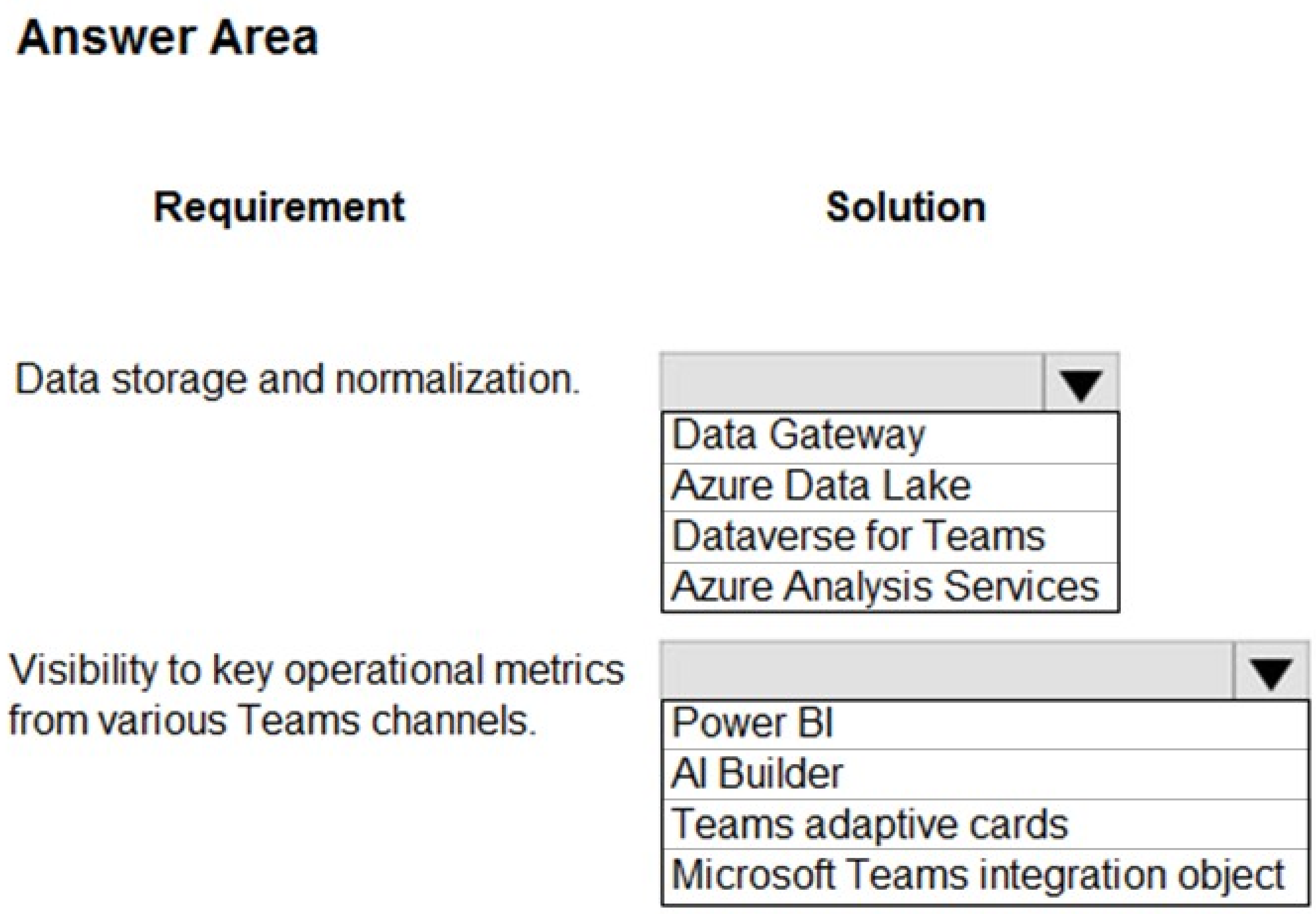
➾ Retain at least seven years of historical data.

You need to recommend a solution.

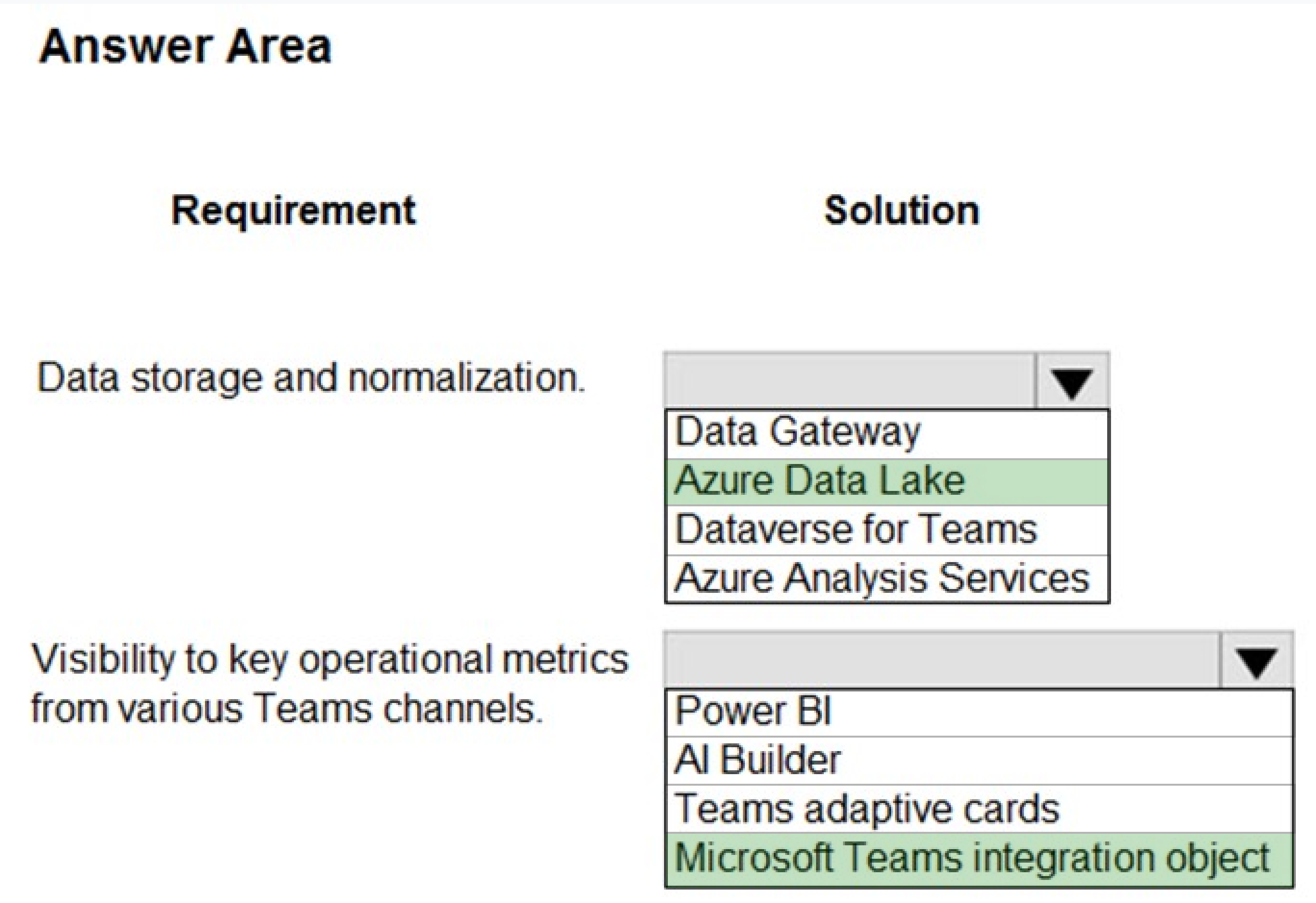
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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.

Incorrect Answers:

Dataverse is not a database.
Box 2: Microsoft Teams integration object
You can use the Teams integration object to easily find and access the Teams integration features and use the improved usability of expressions while integrating your canvas app with Teams.
You can get a Teams theme inside a canvas app, and you can filter data depending on the team or channel context.
Reference:
https://docs.microsoft.com/en-us/azure/architecture/data-guide/relational-data/data-warehousing https://docs.microsoft.com/en-us/powerapps/teams/use-teams-integration-object

Icky Highly Voted 8 months ago
Although I would use Azure Data Lake the question clearly states that the solution must support the current data warehouse so the intention is to not replace it. Its Data Gateway: https://docs.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem. The second answer is PowerBI. They want to display the report in Teams so the executives can see/use it. MT integration object isn't a solution on its own. Its a method to an end so-to-speak so I wouldn't choose that one.
upvoted 16 times

Andsz 2 months, 3 weeks ago
Seeing that it states that it is on-premise, I would be more inclined to go with the existing data warehouse and continue using the Data Gateway. Azure Data Lake is cloud-based being connected to an on-premise data warehouse
upvoted 1 times

MikeMarlo Highly Voted 9 months, 1 week ago
Correct answer is correct.
1- Azure Data Lake
2- MS Teams integration Object

Last one from the link - You only need access to it, not a dashboard nor report:
"There are two features available with the integration of Power Apps with Teams. You can get a Teams theme inside a canvas app, and *you can filter data depending on the team or channel context.*"
upvoted 8 times

BrettusMaximus 6 months, 1 week ago
How does Azure Data Lake do normalization?
Ans: Azure Analysis Service
upvoted 2 times

janehu 8 months, 2 weeks ago
I passed the test today and my answer is the same as yours.
upvoted 2 times

YYCRMGuy Most Recent 1 month, 4 weeks ago
It says right in the question that the current data warehouse already handles normalization and storage. They just need to be able to access it from the cloud, which is where data gateway comes in.
1-Data Gateway
2-Power BI
upvoted 3 times

Odidepse 2 months, 2 weeks ago
solution must support drill through capabilities in data, go for Power BI exposed on teams channels to show the key metrics that will provide the capability to drill through on a data
upvoted 1 times

CRMBug 2 months, 3 weeks ago
1. Azure Data Lake
2. Power BI
upvoted 1 times

Brooklyn_Itself 2 months, 4 weeks ago
It's sort of a trick question because the optimal architecture wouldn't actually involve Power Platform. Data Lake is the appropriate storage and normalization engine. Which forces Power BI to be the answer to question 2 for visibility (even if Teams integration object is better). This is one of those tricks, where you have to choose Power Platform approach based on wording of requirement.
upvoted 1 times

petertwilliams 3 months, 3 weeks ago
1st box: Azure Data Lake.
Yes, a Data Gateway would likely be needed as part of the solution. However, this doesn't provide "Data storage or normalization"; neither does Dataverse for Teams.
Azure Analysis Services is not a service used for "data storage"; not normalization either really.
This leaves Azure Data Lake. Yes, it can certainly store data and be normalized.

2nd box: Power BI.
Regarding Microsoft Teams Integration object:
This a feature used in a Canvas App. It provides the ability for the Canvas App to be aware from which Teams channel the user is using the app

from. This also means, that the app is embedded into a Teams channel.
The app could have an embedded Power BI report. Potentially, this allows for a Power BI metric to be filtered according to the Team Channel the user is viewing the app from. However, this does not meet the requirement "Visibility to key operational metrics from various Teams channels".
PowerBI is the main player here in my opinion.

upvoted 2 times

ClairFraser 5 months ago

1 - Data Gateway
2- Power BI

as per Icky, Azure Data Lake would replace the current warehouse system.

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

1- Azure Analysis Service
2- Power BI
Azure Analysis Services is designed to perform analytics from a Data Warehouse and is held in a SQL style DB. The analytics can be kept for 7 years.
https://docs.microsoft.com/en-us/azure/analysis-services/analysis-services-overview
Power BI is typically a consumer of the Analysis service. Power BI can be added to teams.

upvoted 2 times

Gus23 8 months, 1 week ago

They are not replacing the on-prem DW
The DW consolidates and normalizes the data
1 - I'd simply go with a Data Gateway

2 - Power BI
Teams Integration Object, I believe, is referring to Canvas Apps. Cheers

upvoted 5 times

Vinz85 8 months, 2 weeks ago

For me is Analysis services (is used for the cubes and you trasform the data) and power bi

upvoted 3 times

JAVI1771 9 months ago

Strange. I would go for Data Gateway since its saying data is on premises and fro Power BI since we can easly embed a Power BI Report on Teams Channels.

upvoted 3 times

ettie54f_p929n 9 months, 1 week ago

1.- Data Gateway
2.- Power BI

upvoted 6 times

Dynamic_MD 8 months, 3 weeks ago

"The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services."
Data Gateway can not be used for Storage or normalization.

upvoted 2 times

m3ngi3 6 months ago

If the goal is to keep the current DWH intact we need a way to get data from the (Power Platform and thus Dataverse) solution into this existing DWH (and not replace it by Datalake or Analysis Services).... in my perception the Data Gateway is then needed to get the data there.

upvoted 3 times

sivsrinivas 9 months, 2 weeks ago

Int.Object is to customize the teams channels not for the reporting purpose.

upvoted 1 times

sivsrinivas 9 months, 2 weeks ago

Second one is : PBI. It can be integrated into teams with any data set. Once On-prem d. gateway is connected. Anything can be tracked with drilled down abilities and can be integrated into Teams at ease. The answer should be PBI.

upvoted 3 times

sivsrinivas 9 months, 2 weeks ago

The requirement is: To support the current on-prem D.WH. So, we are not replacing the current DW. The solution is On-Prem Data Gateway to connect

upvoted 2 times

Danielsorocaba 9 months, 2 weeks ago

should the question not mean "Desnormalization" instead of "Normalization"?

upvoted 1 times

Danielsorocaba 9 months, 2 weeks ago

Since it's bringing ERP data to DW

upvoted 1 times

Question #26 *Topic 1*

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

Correct Answer: *A*

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

Community vote distribution

A (93%) 7%

ettie54f_p929n Highly Voted 9 months, 1 week ago

Selected Answer: A

Correct

upvoted 8 times

twosheds Most Recent 3 weeks, 5 days ago

Selected Answer: A

Omnichannel for CS

upvoted 1 times

Edi41 1 month ago

Selected Answer: A

A is correct

upvoted 1 times

Muzera 3 months ago

Selected Answer: A

Correct

upvoted 1 times

AlRe 4 months, 3 weeks ago

Selected Answer: D

The requirement "Ensure that users can access information from several business applications." is my motivation to opt for D rather than a which is my 2nd choice.

upvoted 1 times

Icky 8 months ago

Selected Answer: A

Omnichannel for Customer Service

upvoted 2 times

shaokaofanqie 9 months, 2 weeks ago

Correct

upvoted 3 times

Question #27 *Topic 1*

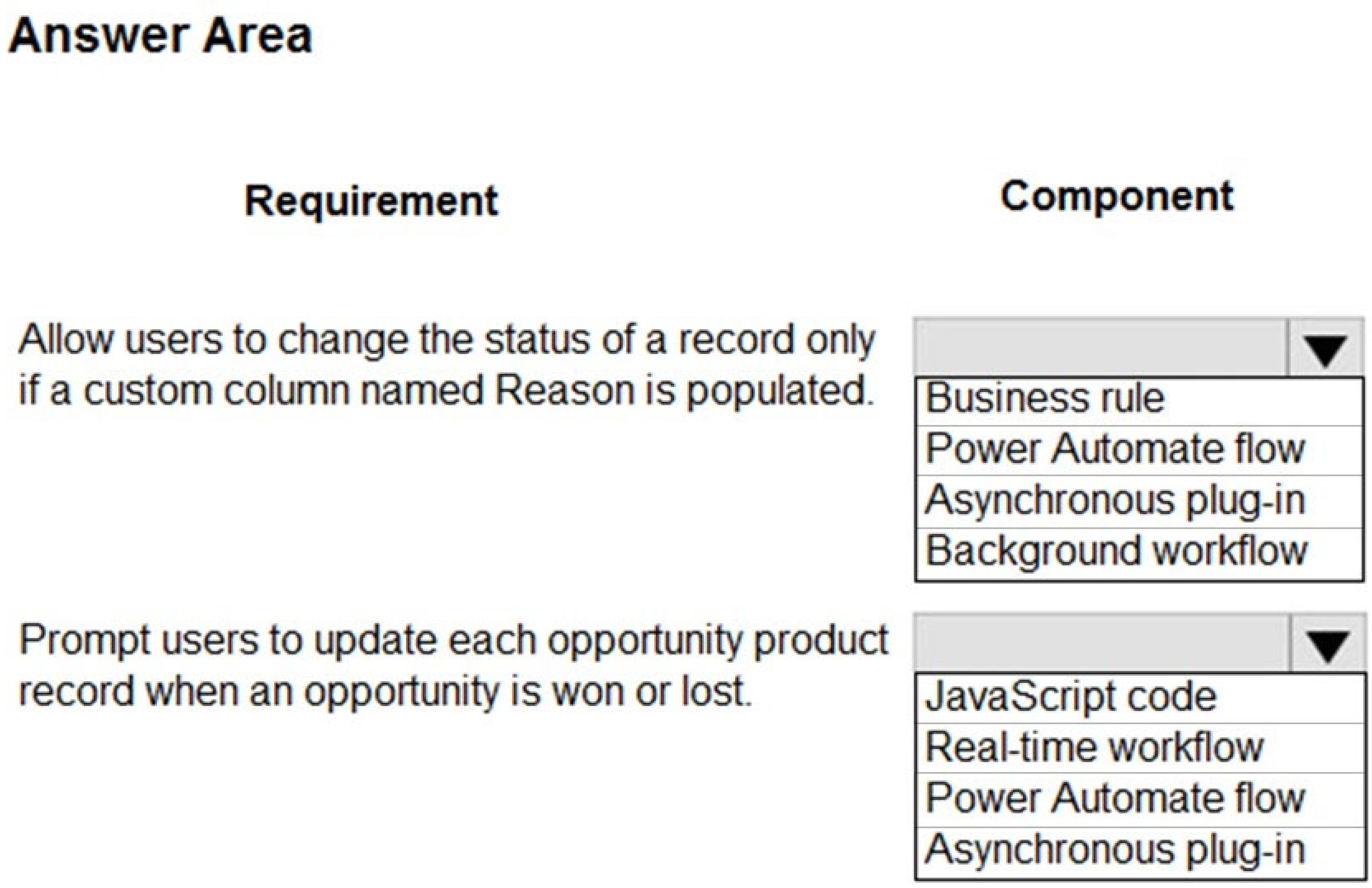
HOTSPOT -

You are designing a Microsoft Power Platform solution for a company.

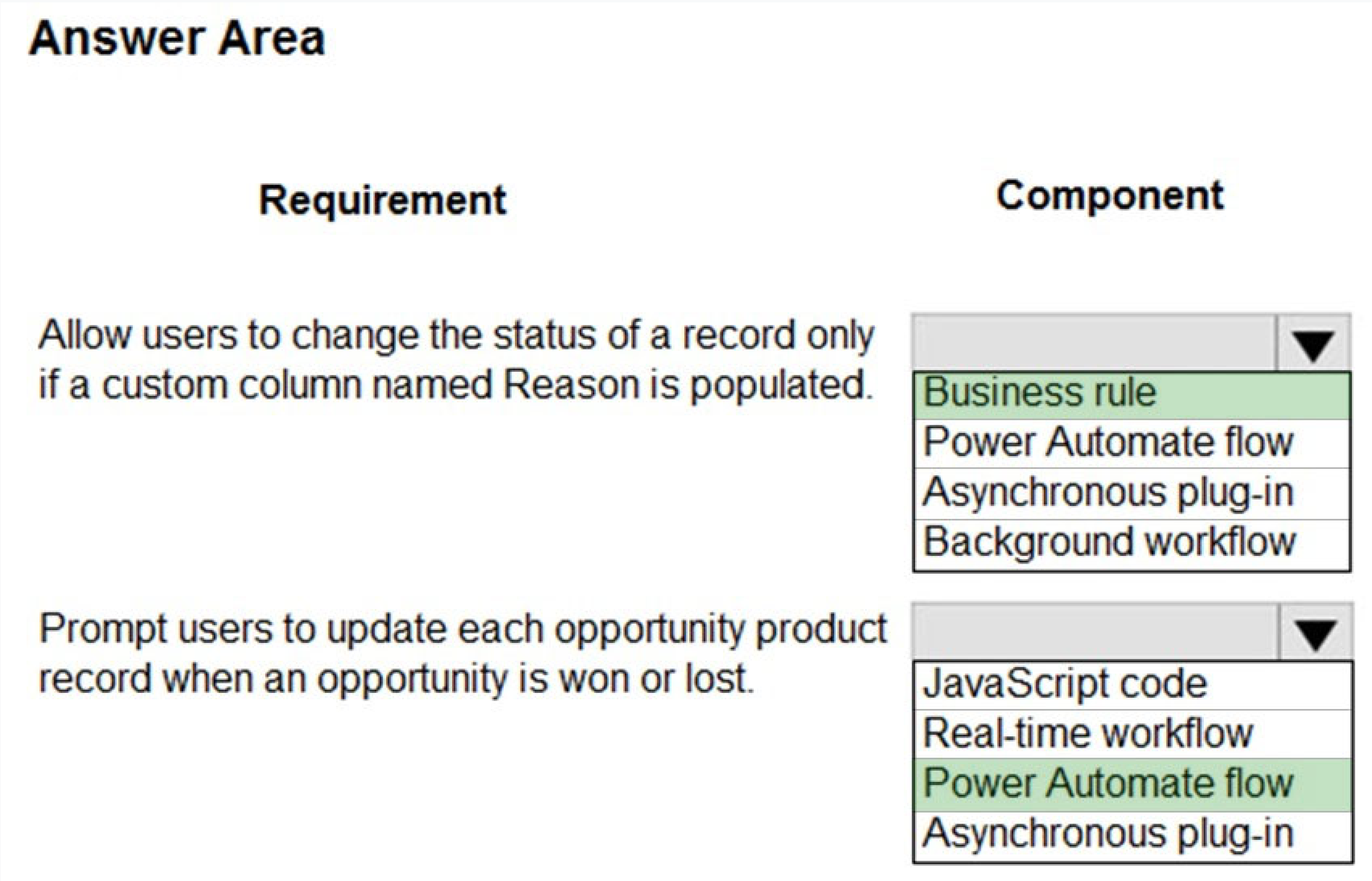
Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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 ג€When a record is updatedג€, then add a Condition in the flow and configure it with Status Label equals to Won.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule
https://www.inogic.com/blog/2021/12/how-to-win-lose-dynamics-365-crm-opportunity-through-power-automate-flow/

VJ345 Highly Voted 9 months, 2 weeks ago
Prompt users to update each opportunity product cannot be done via power automate flow. It has to be done via JavaScript.
Answer: Business Rule & Javascript
upvoted 30 times

Tamim1210 7 months, 3 weeks ago
As per the following you can prompt using Power Automate: https://docs.microsoft.com/en-us/learn/modules/pad-message-boxes/
also the question indicates Power Platform not Dynamics
so the provided answer is correct Business Rule & Power Automate Flow
upvoted 2 times

nasuanda 7 months, 2 weeks ago
Sorry Tamim1210, but no. Requirement is not related to desktop flows, so RPA has nothing to do here.

Regards, MiTu
upvoted 7 times

brielladoll Most Recent 2 months, 2 weeks ago
You can also prompt users using a real time workflow.
upvoted 1 times

AmineKolsi 2 months, 2 weeks ago
You cannot retrieve all oportunity's opportunity product records with a real time workflow.
upvoted 1 times

Mustaque 5 months, 3 weeks ago
Answers are correct. BR and Power Automate.

The question didn't talk about real time prompt in the app. So we can use the PA to trigger based on that condition and email the user with the link to review the opportunity record. Also even with JS, how will you prompt if user is in a different entity (say eg Accounts) and the opportunity status is updated as closed/won by different conditions/background processes.
upvoted 2 times

ClairFraser 5 months ago
Sending an email is a very lax interpretation of prompting the user. I go with JS on the Won button.
upvoted 5 times

Vin22CRM 5 months, 3 weeks ago
Should be Business Rule & Javascript
upvoted 4 times

m3ngi3 6 months ago
The only reason why Power Automate Flow could be considered an answer is if the prompt does not need to be immediately when setting Oppt to Won or Lost... considering the specification of mentioning Oppty Product (a n:1 table related to Oppty table) I can live with the prompt being "asynchronous" to the Oppty update.
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
Answer: Business Rule & Realtime work flow
Realtime workflows were around before power automate and can action rules and request user input and display messages. Yes, it is now deprecated but still valid (how old is this question).
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-dialogs-guided-processes?view=op-9-1
See examples
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time-workflows?view=op-9-1
https://www.youtube.com/watch?v=DPB2FxI3Q1g
upvoted 1 times

rogrod 3 months, 3 weeks ago
Real-time workflow are not deprecated... Only dialogs for now. MS recommends replacing asyn workflows with PA flows, but real-time workflows still work and have not been deprecated in any way.
In this case, PA is async, so it doesn't make sense to "prompt" the user. Only JS and real-time workflows can do it.
But the only way a real-time workflow can prompt the user is by forcing an error..... and then opp will not be closed (because same transaction).
And also, if it is done like this, any attempt to close an opportunity will fail, not only those that the user tries to close from the form but any attempt to close the opportunity, therefore it is not a valid option.
So, better answer is A (JavaScript)
upvoted 1 times

mscert_iy 7 months ago

Business Rule + JavaScript. All the links below are about desktop flows, which would not prompt when an opportunity is won or lost. That trigger and a dialog can easily be wired in with JavaScript.
upvoted 1 times

Icky 8 months ago
Business Rule & Power Automate Flow https://docs.microsoft.com/en-us/learn/modules/button-user-input/
upvoted 4 times

niru13 8 months, 2 weeks ago
Using Power automate flow can prompt message
docs.microsoft.com/en-us/power-automate/desktop-flows/actions-reference/display#showmessagedialog
upvoted 2 times

avow 7 months, 4 weeks ago
This is for Desktop flows. This would not work as it would be in the background of this situation.
upvoted 3 times

ettie54f_p929n 9 months ago
Business Rule & Powe Automated Flow
upvoted 2 times

Dynamic_MD 8 months, 3 weeks ago
How to prompt user by Power Automated Flow, can you share any reference link?
upvoted 1 times

Tamim1210 7 months, 3 weeks ago
https://docs.microsoft.com/en-us/learn/modules/pad-message-boxes/
upvoted 1 times

dejilg 9 months, 1 week ago
Business Rule and Plug-in
upvoted 3 times

BrettusMaximus 6 months, 1 week ago
It says asynchronous plugin. Thus plugin wont work.
upvoted 1 times

shaokaofanqie 9 months, 2 weeks ago
correct
upvoted 2 times

Dynamic_MD 8 months, 3 weeks ago
How to prompt user by Power Automated Flow, can you share any reference link?
upvoted 1 times

Icky 8 months ago
https://docs.microsoft.com/en-us/learn/modules/button-user-input/
upvoted 2 times

Tamim1210 7 months, 3 weeks ago
https://docs.microsoft.com/en-us/learn/modules/pad-message-boxes/
upvoted 1 times

Icky 5 months, 2 weeks ago
This link is for desktop
upvoted 1 times

Question #28 *Topic 1*

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

Correct Answer: *A*

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.

Incorrect Answers:

D: Unified Service Desk for Microsoft Dynamics 365 provides a configuration-based framework for quickly building agent applications for call centers.

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

Community vote distribution

A (63%) C (26%) 11%

Icky Highly Voted 8 months ago

Selected Answer: A

A is correct

upvoted 8 times

nasuanda Highly Voted 7 months, 2 weeks ago

There is no correct answer.

It should be Dynamics 365 for Sales - all processes are related to sales area.
and mobile app (Dynamics 365 for phones or Dynamics 365 for tablets) - scanning bar code.

Regards, MiTu

upvoted 5 times

AP2020 Most Recent 4 weeks ago

Selected Answer: C

Correct

upvoted 1 times

rayista 1 month, 1 week ago

Selected Answer: A

Agree with A

upvoted 1 times

Odidepse 2 months, 2 weeks ago

Presented answer is correct. Your solution must have the capability to scan product barcodes and since sales team does not have physical bar codes, you can build a barcode scanning app using Canvas apps and have the D365 mobile app (can be any module) to qualify leads to contacts and quotes to orders.

upvoted 1 times

tavadi 2 months, 3 weeks ago

Guys, we don't need to scan anything, company doesn't even have barcode scanners

upvoted 2 times

avow 5 months ago

Selected Answer: C

This is a trick question. The answer is C as we have to use Leads. This is a restricted table to Dynamics 365 Sales and has it's own app. As BrettusMaximus has mentioned it also has its own scanning ability.

upvoted 4 times

kangtamo 5 months ago

Selected Answer: A

A is more likely the answer.

upvoted 3 times

BrettusMaximus 6 months, 1 week ago

Answer: C Dynamics 365 Customer Service and D365 Sales.
Converting leads and orders is pure Sales.
Barcode scanning can be done as follows without a mobile app or canvas app:
https://blog.magnetismsolutions.com/blog/satyvirjasra/2017/10/02/how-to-scan-barcode-labels-in-microsoft-dynamics-365

upvoted 5 times

ArezouDynamics 4 months, 3 weeks ago

I agree with quote and order native processes in sales. but having customer service in the answer as well makes it a bit off-track. So, I'll go with Mobile answer (B) because that's Barcodes are just available on Mobiles and Tablets right and that's how makes the answer always right.

upvoted 1 times

ClairFraser 6 months, 1 week ago

Selected Answer: B

It is possible to scan barcodes also in model driven app on the phone, especially if it is part of a process in such app:

https://docs.microsoft.com/en-us/power-apps/developer/model-driven-apps/clientapi/reference/xrm-device/getbarcodevalue

upvoted 2 times

VJ345 9 months, 2 weeks ago

Correct

upvoted 1 times

Question #29 *Topic 1*

You are creating a scope of work document for a solution.
You have the following requirements:
➾ Track support cases, first response time, and resolution time.
➾ Include a chat-like interface that allows managers to check the status of cases with minimal manual searching.
➾ Allow cases to have multiple different priority levels.
You need to include the required Dynamics 365 and Microsoft Power Platform components.
Which two components should you include? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Dynamics 365 Customer Service

B. Power Virtual Agents

C. Power BI

D. Dynamics 365 Customer Voice

Correct Answer: *AB*
Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Use Dynamics 365 Customer Service to:
➾ Track customer issues through cases
➾ Record all interactions related to a case
➾ Share information in the knowledge base
➾ Create queues and route cases to the right channels
➾ Create and track service levels through service-level agreements (SLAs)
➾ Define service terms through entitlements
➾ Manage performance and productivity through reports and dashboards
➾ Create and schedule services

Participate in chats -
▪
➾ Manage conversations across channels
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents https://docs.microsoft.com/en-us/dynamics365/customer-service/overview

Community vote distribution
AB (100%)

PSobczak 1 month ago
Selected Answer: AB
Correct
upvoted 3 times

rayista 1 month, 1 week ago
Selected Answer: AB
correct
upvoted 2 times

Odidepse 2 months, 2 weeks ago
Correct
upvoted 1 times

Muzera 3 months ago
Selected Answer: AB
Correct
upvoted 1 times

avow 5 months ago

Selected Answer: AB

Correct. Power Virtual agent would fit the minimum manual search requirement because it requires little effort from the end user.

upvoted 2 times

Vin22CRM 5 months, 3 weeks ago

Correct

upvoted 1 times

Icky 8 months ago

Selected Answer: AB

AB is correct

upvoted 4 times

Dynamic_MD 8 months, 3 weeks ago

Selected Answer: AB

I am sure about 1st answer and guessing 2nd as B because of line "chat like interface with minimum manual search"

upvoted 3 times

Question #30

Topic 1

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.

B. Write a JavaScript code.

C. Use the Ribbon Workbench.

D. Use the form editor.

Correct Answer: *BC*
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

Community vote distribution
BC (100%)

PSobczak 1 month ago
Selected Answer: BC
Quite funny that on egxam there is question about community tool. Bizarre
upvoted 2 times

Brooklyn_Itself 1 month ago
This is Microsoft official workbench toolkit https://learn.microsoft.com/en-us/power-apps/developer/model-driven-apps/customize-commands-ribbon
upvoted 1 times

Muzera 3 months ago
Selected Answer: BC
BC is correct.
upvoted 2 times

Vin22CRM 5 months, 3 weeks ago
We are still using Ribbon Workbench.
So BC is correct.
upvoted 2 times

avow 8 months ago
JAVI1771 - Ribbon workbench is still in use, even with the new tool as it can not do everything that workbench does. At least not yet.
upvoted 2 times

Icky 8 months ago
Selected Answer: BC
BC is correct
upvoted 4 times

Dynamic_MD 8 months, 3 weeks ago
Selected Answer: BC
Correct
upvoted 3 times

JAVI1771 9 months ago
Workbench is actually not used anymore as the Model Driven apps allow adding buttons way much easier. However this is a new future. If I get this question I´m sending feedback.
upvoted 3 times

gursimran_s 9 months ago

Selected Answer: BC

correcto

upvoted 4 times

VJ345 9 months, 2 weeks ago

Correct

upvoted 2 times

Question #31 *Topic 1*

HOTSPOT -

You are designing a model-driven app that provides marketing, sales, and service operations to a company.

The app must integrate with the following systems and data sources:

✑ A third-party marketing system for lead generation and website submissions.

✑ A Microsoft Excel Online file that contains manufacturing data on relevant products.

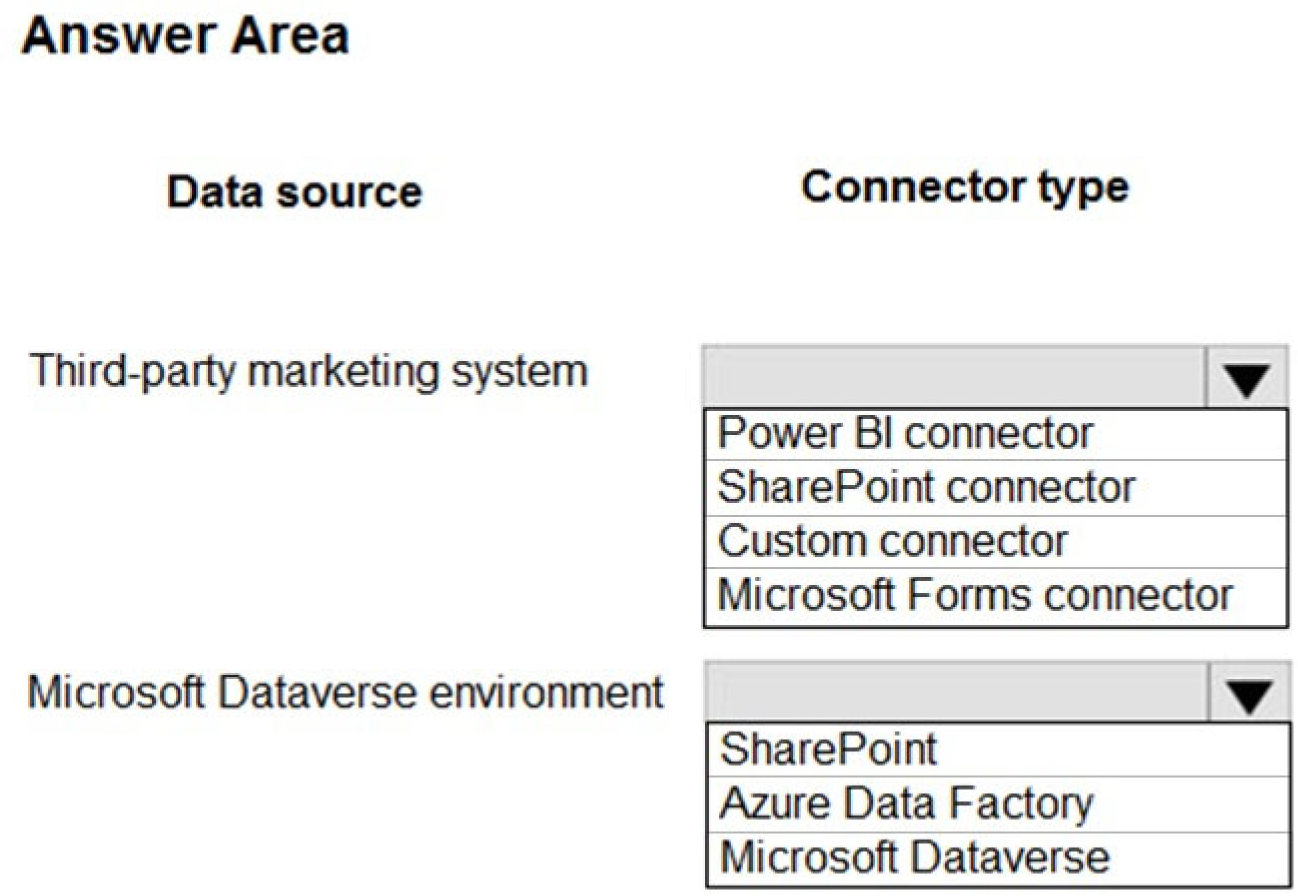
✑ A separate Microsoft Dataverse environment.

You need to recommend Power Automate connectors for the app.

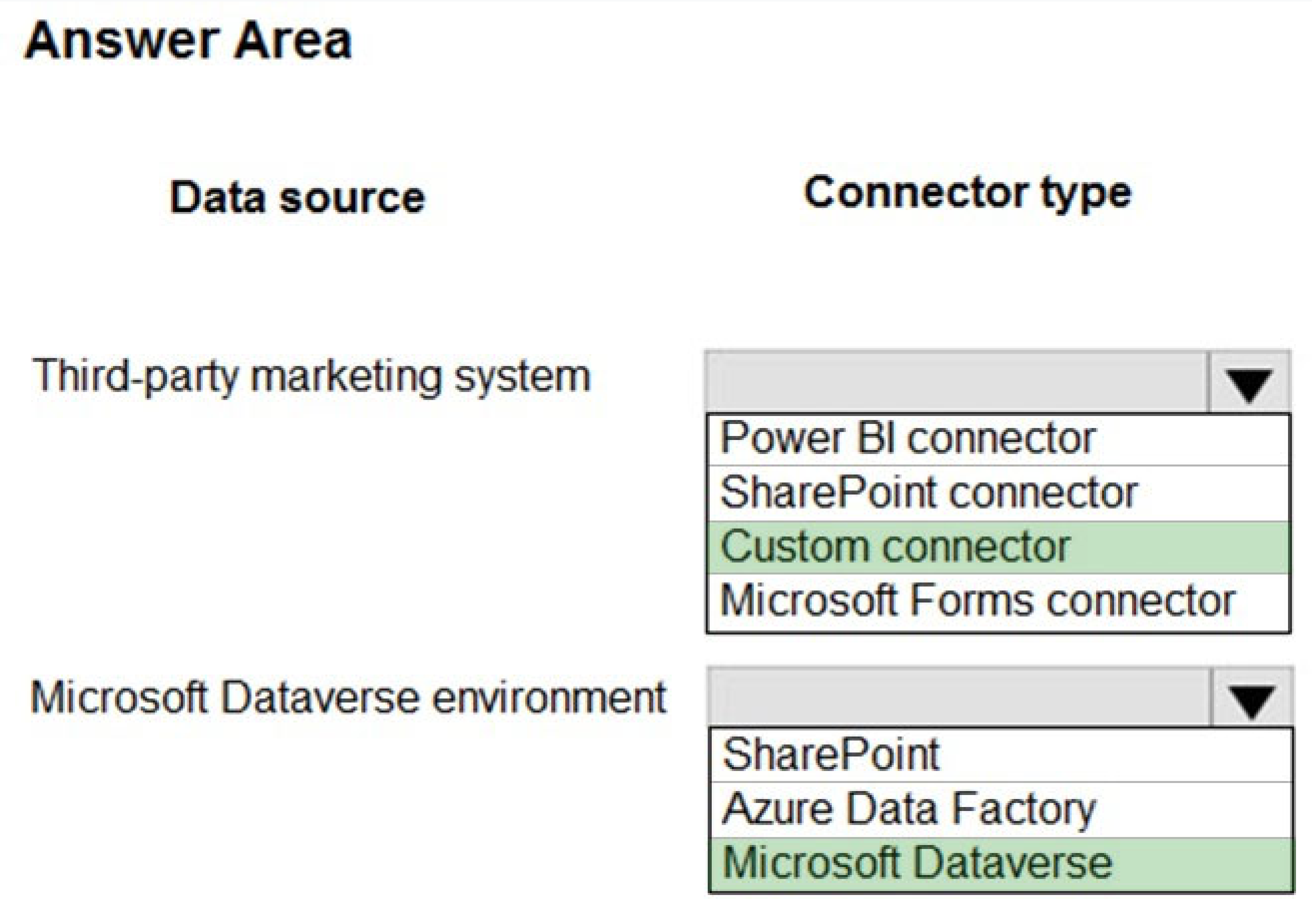
Which connectors should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Custom connector -

While Azure Logic Apps, Microsoft Power Automate, and Microsoft Power Apps offer over 325+ connectors to connect to Microsoft and non-Microsoft services, you may want to communicate with services that aren't available as prebuilt connectors.

Box 2: Microsoft Dataverse -

The Microsoft Dataverse connector provides several triggers to start your flows and many actions that you can use to create or update data in Dataverse while your flows run. You can use Dataverse actions even if your flows don't use a trigger from the Dataverse connector.

Use the Microsoft Dataverse connector to create cloud flows that start when data changes in Dataverse tables and custom messages.

Reference:

https://docs.microsoft.com/en-us/connectors/custom-connectors/ https://docs.microsoft.com/en-us/power-automate/dataverse/overview

VJ345 Highly Voted 9 months, 2 weeks ago

Correct

upvoted 11 times

Kepty Most Recent 4 months, 3 weeks ago

First correct, second should be Azure Data Factory. Dataverse connector cannot connect to separated dataverse environment in flow... Tricky one

upvoted 2 times

PSobczak 1 month ago

You can with connector that is legacy - Microsoft Dataverse (legacy) - it allow you to connect to selected env.

upvoted 1 times

petertwilliams 3 months, 3 weeks ago

You make a good point; however, the question is vague. The data source for part 1 states "Microsoft dataverse environment" not a "separate Microsoft Dataverse environment" (as the preamble section does). A Microsoft Dataverse connector will still be used for updating data in the environment in which the model-driven app is being developed.

This is indeed tricky, and I think you are right, the second should be Azure Data Factory. However, there is also a significant change we are over thinking this.

upvoted 1 times

ddu 7 months ago

If the goal is to send data to a separated dataverse environment, then Dataverse Connector cannot be used since this is not possible to select a specific environment when the connector is added on a flow.

So second answer should be 'Azure Data Factory'

upvoted 4 times

mister_exam 4 months, 4 weeks ago

You could always create a custom connector that references to a seperate environment, thus fulfilling the requirement. Custom Connector + MS Dataverse is correct.

upvoted 1 times

ddu 7 months ago

Except of course if we use the "Dataverse Connector (Legacy)" but not sure this decision would be future proof

upvoted 1 times

lacoona 8 months ago

CORRECT

upvoted 1 times

Icky 8 months ago

Custom Connector and Microsoft Dataverse is correct

upvoted 3 times

ettie54f_p929n 9 months, 1 week ago

Correct!

upvoted 3 times

shaokaofanqie 9 months, 2 weeks ago

correct

upvoted 4 times

Question #32 *Topic 1*

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.
NOTE: Each correct selection is worth one point.

A. Power Apps portal

B. Power Virtual Agents

C. Customer Insights

D. Business process flow

Correct Answer: *AD*
A: Portal search needs Dataverse search feature to be enabled at Dataverse environment
To enable Dataverse search:
1. In theλ€‰Power Platform admin center, select an environment.
2. Selectλ€‰Settingsλ<‰€λ€‰Productλ<‰€λ€‰Features.
3. Underλ€‰Search, setλ€‰Dataverse searchλ€‰toλ€‰On.
4. Selectλ€‰Save.
Once the index is provisioned, it may take anywhere between an hour or more to complete a full sync for average size organizations, to a couple of days for large size organizations.
Benefits include: Provides intelligent search by applying AI technology to interpret natural language such as misspellings, common abbreviations, and synonyms to deliver quality results.
D: Customers must contact a customer service agent as required.
Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind. This user experience can be tailored so that people with different security roles can have an experience that best suits the work they do.
Reference:
https://docs.microsoft.com/en-us/power-apps/maker/portals/configure/search https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview

Community vote distribution
AB (95%) 5%

DavidELong Highly Voted 5 months ago
Selected Answer: AB
Business Process Flows are for licensed users, not customers. They also do not provide a method to contact agents. Power Virtual Agents on the portal will assist customers with contacting a live agent if they need assistance.
upvoted 11 times

Abdullah_Awad Most Recent 1 month, 2 weeks ago
Selected Answer: AB
AB should be correct
upvoted 2 times

Brooklyn_Itself 2 months, 3 weeks ago
AB for sure
upvoted 2 times

Muzera 3 months ago
Selected Answer: AB
AB is correct
upvoted 2 times

xavier_villafuerte 3 months ago
Selected Answer: AB
BPF are not exposed to customers

upvoted 1 times

mister_exam 4 months, 4 weeks ago

AB, because of the need to contact a customer service representative.

upvoted 2 times

AlRe 5 months ago

Selected Answer: AD

I think A is clear.
So why is D supposed to be correct? My idea is the phrase "Customers must contact a customer service agent as required." is the key: The customer service agent is lead by a BPF, hence the customer indirectly as well.

upvoted 1 times

kangtamo 5 months ago

Selected Answer: AB

AB should be the answer.

upvoted 2 times

ClairFraser 5 months ago

Selected Answer: AB

Use Power Virtual Agents as a portal component:

https://docs.microsoft.com/en-us/power-platform-release-plan/2021wave1/power-apps-portals/power-virtual-agents-as-component-power-apps-portals-studio

upvoted 3 times

Question #33 *Topic 1*

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. Amount of API calls made within plug-in code.

B. Number of API requests per web server.

C. Amount of execution time that can be used for each connection.

D. Number of concurrent connections per user account.

E. Number of API requests per connection.

Correct Answer: *CDE*
Service protection API limits are enforced based on three facets:
(E) The number of requests sent by a user.
(C) The combined execution time required to process requests sent by a user.
(D) The number of concurrent requests sent by a user.
Reference:
https://docs.microsoft.com/en-us/power-apps/developer/data-platform/api-limits

BabuMaddineni 3 months, 3 weeks ago
Service protection API limits are enforced based on three factors:
The number of requests that a user sent
The combined execution time that is required to process the requests that a user sent
The number of concurrent requests that a user sent. Given answer is correct C, D, E
upvoted 3 times

RyGuy2 4 months, 1 week ago
A can be ruled out. I feel like B should be one of the correct answers as the docs state "Each web server available to your environment will enforce these limits independently". C is definitely an answer. As for D or E, I'm not positive.
upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago
I go with A, B, E.
https://learn.microsoft.com/en-us/power-apps/developer/data-platform/api-limits
upvoted 1 times

SaschaB 4 months, 1 week ago
A is definitely wrong. According to your source: "Service protection limits are not applied to plug-ins and custom workflow activities. Plug-ins and custom workflow activities are uploaded and run within the isolated sandbox service. Dataverse operations invoked on the sandbox service do not use the public API endpoints."
Given Answers CDE should be correct.
upvoted 2 times

Question #34 *Topic 1*

DRAG DROP -

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.

Select and Place:

Tools

- Business Rule
- Workflows
- Business process flow

Answer Area

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

Correct Answer:

Tools

- Business Rule
- Workflows
- Business process flow

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

Box 1: Business process flow -

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind. This user experience can be tailored so that people with different security roles can have an experience that best suits the work they do.

Box 2: Business Rule -

Action on fields are handled by Business Rules.

Box 3: Workflows -

Workflows automate business processes. People usually use workflow processes to initiate automation that doesn't require any user interaction.

Reference:

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

davzi Highly Voted 4 months, 2 weeks ago

It should be Business Rule for the last one. You can have a show error message action with the condition based on a formula - created on plus 7 for example

upvoted 12 times

ClairFraser Highly Voted 5 months ago

Correct!
C cannot be Business Rule because the conditions editor for the business rule do not allow such a comparison.

upvoted 9 times

ArezouDynamics 4 months, 2 weeks ago

BR supports the less than and greater than and u can also use formula as the Type to make the desired date against which u want to apply the rule.

upvoted 4 times

Question #35 *Topic 1*

HOTSPOT -

You are a Microsoft Power Platform architect designing integrations for a project.

You have the following integration requirements:

Post requests to a system that is not always available and limited in its ability to process high volumes of messages.

▪

⇨ Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.

⇨ Stream large volumes of data from the company's website to a live Power BI dashboard.

⇨ Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	Azure Service Bus Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	Azure Relay Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	Azure Event Hubs Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	Azure Logic Apps Azure Functions Azure Service Bus

Correct Answer:

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	Azure Service Bus Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	Azure Relay Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	Azure Event Hubs Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	Azure Logic Apps Azure Functions Azure Service Bus

Box 1: Azure Service Bus -

Post requests to a system that is not always available and limited in its ability to process high volumes of messages.
Azure Service Bus is a fully managed enterprise message broker with message queues and publish-subscribe topics (in a namespace). Service Bus is used to decouple applications and services from each other, providing the following benefits:
Load-balancing work across competing workers
Safely routing and transferring data and control across service and application boundaries
Coordinating transactional work that requires a high-degree of reliability

Box 2: Azure Relay -
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
The Azure Relay service enables you to securely expose services that run in your corporate network to the public cloud. You can do so without opening a port on your firewall, or making intrusive changes to your corporate network infrastructure.
The relay service supports the following scenarios between on-premises services and applications running in the cloud or in another on-premises environment.
Traditional one-way, request/response, and peer-to-peer communication
Event distribution at internet-scope to enable publish/subscribe scenarios
Bi-directional and unbuffered socket communication across network boundaries

Box 3: Azure Event hub -
Stream large volumes of data from the company's website to a live Power BI dashboard.
Event Hubs is a fully managed, real-time data ingestion service that's simple, trusted, and scalable. Stream millions of events per second from any source to build dynamic data pipelines and immediately respond to business challenges.

Box 4: Azure Functions -
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.
One of three Azure Functions billings option is completely serverless, with the consumption plan based on resources consumed and number of executions.
Incorrect:
Logic Apps has a pure pay-per-usage billing model. You pay for each action that gets executed. It's important to be aware that you also need to pay for polling triggers, which can be a hidden cost.
Reference:
https://docs.microsoft.com/en-us/azure/service-bus-messaging/service-bus-messaging-overview https://docs.microsoft.com/en-us/azure/azure-relay/relay-what-is-it https://azure.microsoft.com/en-us/services/event-hubs/ https://walkerscott.co/2020/03/azure-logic-apps-vs-azure-functions/

avow Highly Voted 4 months, 4 weeks ago
#4 should be Logic Apps.
upvoted 6 times

Brooklyn_Itself 2 months, 3 weeks ago
Yes, 4 should be Logic Apps
upvoted 1 times

SaschaB 4 months, 1 week ago
Definitely. It's how the market LogicApps, you *can* use consumption but have a standard plan for bigger scenarios.
Side note: we got a Logic App integration scenario for a couple customers. If you do your sizing correctly the cost isn't an issue.
upvoted 1 times

andreas_87 4 months, 2 weeks ago
think about the cost for something like that, its consumption plan...
upvoted 2 times

Flatternschuchtern Most Recent 1 week ago
Answers are correct. Azure functions use consumption model too, allow for more functionality and are in fact usually much cheaper than logic apps
upvoted 1 times

xavier_villafuerte 3 months ago
I think from an enterprise perspective, logic apps are a best answer to number 4:
https://learn.microsoft.com/en-us/azure/azure-functions/functions-compare-logic-apps-ms-flow-webjobs
upvoted 1 times

petertwilliams 3 months, 3 weeks ago
All provided answers are correct, I think.
For #4, Azure Functions "Support" enterprise-level integrations. A logic app or Power Automate Flow can call an Azure Function to perform a complex calculation/logic.

upvoted 1 times

Topic 2 - Question Set 2

Question #1 *Topic 2*

DRAG DROP -

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.

To which data policy group should you assign the connector? 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.

Select and Place:

Answer Area

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

Correct Answer:

Answer Area

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

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

Reference:

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

Daniel1992 Highly Voted 9 months, 2 weeks ago

I think it is
1- Non-Business
2- Business
upvoted 14 times

JAVI1771 8 months, 3 weeks ago
100% connectors are in business by default. If you want to exclude the HTTP action to only be used alone then makes much more sense to move it to Non-Business and leave all of te other ones in Business.
upvoted 3 times

[Removed] 8 months ago
coonectors are in non-business by default
https://docs.microsoft.com/en-us/power-platform/admin/create-dlp-policy
upvoted 3 times

MrMiniMite 7 months, 1 week ago
Yes, non-business is the default, so the given answer sounds good.
upvoted 5 times

ChrisHK 8 months, 4 weeks ago
I agree
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
1- Non-Business
2- Business
3- Block
Best practice is to move all business connectors to business first. (Dataverse, sharepoint, Office 365, SAP etc).
If you don't want HTTP it is non-business
DevOps is an important connector because it enables the business systems to be maintained and tuned.
upvoted 1 times

CRMBug Most Recent 2 months, 2 weeks ago
1- Non-Business
2- Business
3- Block
upvoted 1 times

Icky 7 months, 1 week ago
non-Business, Business, Blocked
upvoted 1 times

originalwitness 8 months, 3 weeks ago
This is the worst question I have ever read...

Non-Business
Business
Blocked
upvoted 1 times

d365ppp 9 months ago
Business and Non-Bus are the right answers. Https transfers customer data between two applications so it is business only. DevOps deals with customizations and other data that are not business or customer related data so definitely NB data.
upvoted 4 times

Question #2 *Topic 2*

HOTSPOT -

You are designing a Microsoft 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 create a table for cases and tasks. 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.

Hot Area:

Answer Area

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.

Correct Answer:

Answer Area

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.

Box 1: Assign only Create rights to activities

You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities.

Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.

Box 2: Assign User-level assign rights to human resources case table.

Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To.

For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Incorrect Answers:

For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds

VJ345 Highly Voted 9 months, 2 weeks ago
For Create task, User needs read permission also.
Ans: 1 --> B, 2-->D
upvoted 30 times

BrettusMaximus 6 months, 1 week ago
First answer is A
Is doesn't say they need to read. The create could take place in a flow.
upvoted 1 times

dudenKo 5 months, 3 weeks ago
you need the Read right to see the activities, so Read is the minimum right to the table to be able to Create a row
upvoted 1 times

KarthikSiva3535 2 months ago
question does not mention the need to read the created task. Just create will do. 1-> A; 2->D
upvoted 1 times

Ravikiran206 Highly Voted 9 months, 1 week ago
1-> B, 2-> C
User level assign rights are enough.
upvoted 8 times

Icky 8 months ago
It doesn't say that they need to be able to assign records that they own, only that they need to assign cases to other users, so I think organization is correct.
upvoted 6 times

[Removed] 8 months ago
in such case they will be able to assign ony to themselves, which does not make sense
upvoted 4 times

ClairFraser 6 months, 1 week ago
I am with you. No one said they need to be able to assign ALL cases in the systems.
upvoted 1 times

Brooklyn_Itself Most Recent 1 month ago
Users need read and write for activity creation for #1. Only need assign for #2. With my heavy critique that the prompt indicates these tables were "created" and not indicating that "tasks" are an activity table (out of box tasks are). The question itself lacks appropriate context.
upvoted 1 times

CRMBug 2 months, 2 weeks ago
1. B - Need Create along with Read
2. D - Can assign any cases to any user
upvoted 3 times

lianguyen49 4 months, 3 weeks ago
I would say,
1. Assign only Create rights to activities.
Since the question only mention 'Users in the human resources department must be able to create tasks.' It does not mention about read access permission.

2. Assign user-level assign rights to the human resources case table
According to the requirement, they need assign cases to other users. So case table should set as User-Level assign instead.
upvoted 1 times

radityoardi 7 months, 1 week ago
The question lacks specificity. If you add 1 fact there, it can lead to a different answer completely.
upvoted 1 times

Icky 8 months ago
I think #1 is - 2: Create and Read rights. You need to be able to see the record that you have created after 7. Read is also required. #2 - 4: Assign organization level assign rights. They need to be able to assign cases to other users. It could be a case that anyone owns.
upvoted 6 times

Question #3 *Topic 2*

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. Use the Excel Template feature.

B. Add the contacts to a static worksheet.

C. Use the Import from Excel feature.

Correct Answer: *A*
Import data that's stored somewhere else into your model-drvien 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

Community vote distribution
A (60%) C (37%)

nsxz Highly Voted 5 months, 4 weeks ago
Selected Answer: A
I think is A, because it's recommended that you download an Excel template.
https://docs.microsoft.com/en-us/power-apps/user/import-data
upvoted 9 times

CustomerEngager Most Recent 2 months, 2 weeks ago
I would go for C as an Excel Template is not the same as preparing an excel sheet for importing (e.g. by exporting a view first)
upvoted 2 times

Muzera 2 months, 4 weeks ago
Selected Answer: C
For me is C
upvoted 2 times

busitecgmbh 3 months, 4 weeks ago
Somehow A and C are only half correct. The correct answer should be to download an Excel Template (A) first and then use the import from Excel feature.
upvoted 1 times

SW85 4 months, 2 weeks ago
If this question comes up in the exam I will give feedback as both A and C can be used and used in conjunction with one another. The documentation seems to suggest A is the answer but then if we take 'Loading scenario' from the question literally, then C is the loading of data part of the process. Flip a coin.
upvoted 3 times

Anchov 4 months, 3 weeks ago
Selected Answer: C
C is the best answer
upvoted 1 times

kangtamo 5 months ago
Selected Answer: A

I think it is A.
upvoted 2 times

DavidELong 5 months ago
Selected Answer: A
The provided solution is correct. You should be downloading the Excel Template for the entity you want to upload to. Trying to import from a generic Excel file could cause issues.
upvoted 3 times

avow 5 months ago
Selected Answer: A
C is incorrect. Try it out in an environment and you will get an error. Import from Excel will only work on a view if that view created an export for reimport. In this situation you would be importing a raw excel document which will not work.
upvoted 4 times

Kollyjose 7 months, 3 weeks ago
the answer is C
upvoted 1 times

Feminho 7 months, 4 weeks ago
Selected Answer: C
As everybody said, C is the right answer
upvoted 2 times

avow 8 months ago
Selected Answer: C
C is correct because you can choose the mappings on import.
upvoted 2 times

Icky 8 months ago
Selected Answer: C
Import from Excel
upvoted 1 times

originalwitness 8 months, 3 weeks ago
Selected Answer: C
C is correct
upvoted 1 times

JAVI1771 9 months ago
C 100%
upvoted 1 times

gursimran_s 9 months ago
Selected Answer: C
C est correct
upvoted 1 times

ettie54f_p929n 9 months, 1 week ago
Selected Answer: C
import from Excel feature
upvoted 1 times

Question #4 *Topic 2*

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.

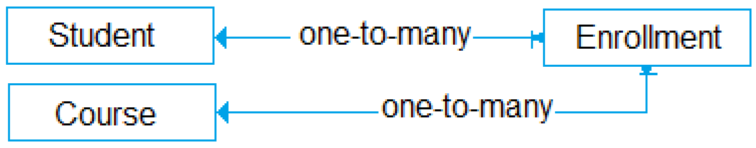
▪

➾ Allow users to create a report that details which students are enrolled in which courses.

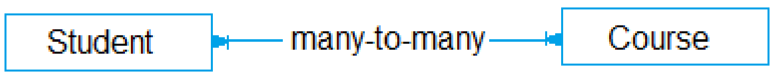
You need to recommend a data model that will fit the school's requirements.

Which logical model should you recommend?

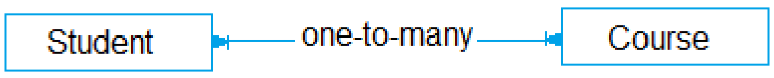
A.



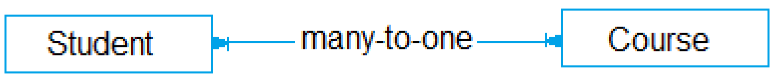
B.



C.



D.



Correct Answer: *A*

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

N8n0z Highly Voted 1 year, 8 months ago

A is correct. Definitely needs an intersect table to store the enrollment date and the person and still relate the student to the course

upvoted 39 times

AL14NWUK 11 months, 2 weeks ago

Created and Created by fields ?

upvoted 1 times

radityoardi Most Recent 7 months, 1 week ago

Essentially A and B are both correct. In Dataverse, many-to-many relationships will create an intermediate table in between.

upvoted 1 times

SaschaB 4 months, 1 week ago

Not wrong but it saysspecifically that we need to track approval and dates. That's not possible with automatic N:N.

upvoted 1 times

m3ngi3 6 months ago

Agree but the default (hidden) intersect table does not contain additional data... if we create the intersect table ourselves we can add additional data like the enrollment date

upvoted 3 times

Icky 8 months ago

A is correct

upvoted 1 times

Dynamic_MD 8 months, 3 weeks ago

A is correct

upvoted 1 times

giogo 11 months, 3 weeks ago

Correct

upvoted 1 times

Emdy 1 year, 5 months ago

But base on explanation N:N is in B

upvoted 2 times

Eskape 1 year, 4 months ago

How are you going to track who approved enrollment if you don't have intersection entity. Answer is definitely A

upvoted 5 times

zjhunter 1 year, 2 months ago

Answer should be A. I think this guy should have basic understanding about how the data model work in CRM

upvoted 3 times

Question #5 *Topic 2*

HOTSPOT -

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.

The company has the following requirements:

➾ Portal users must only see the notes for the cases that they manage.

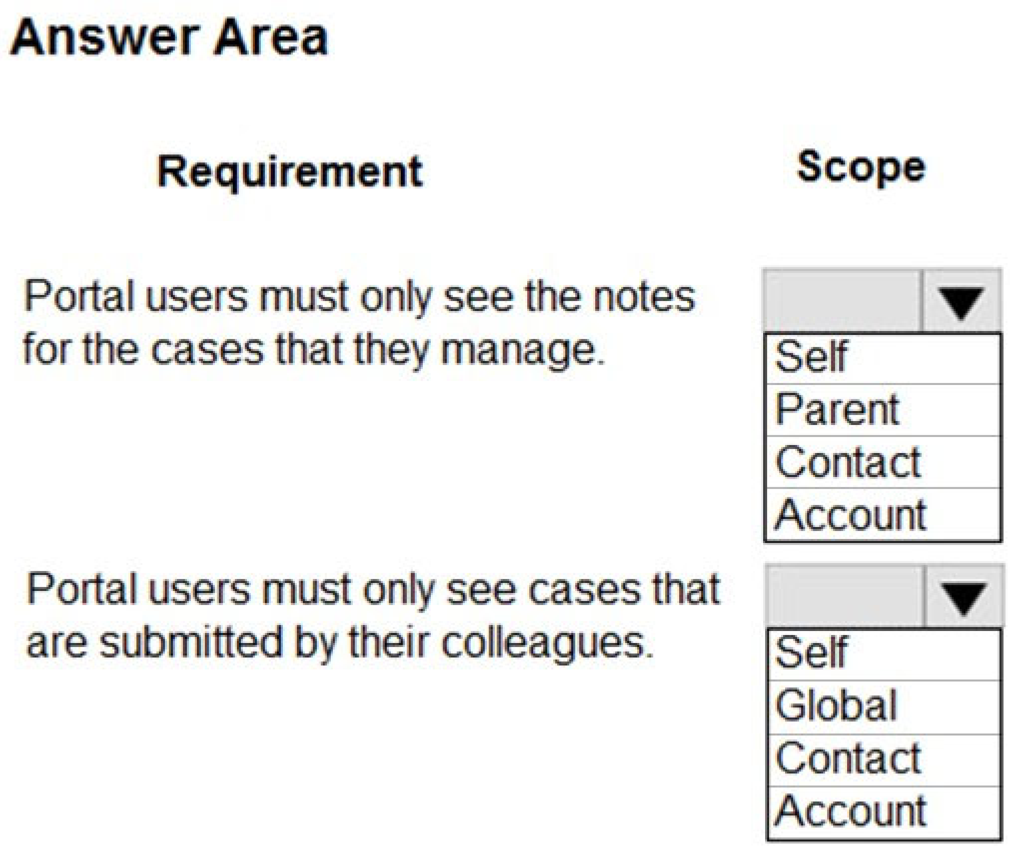
➾ Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

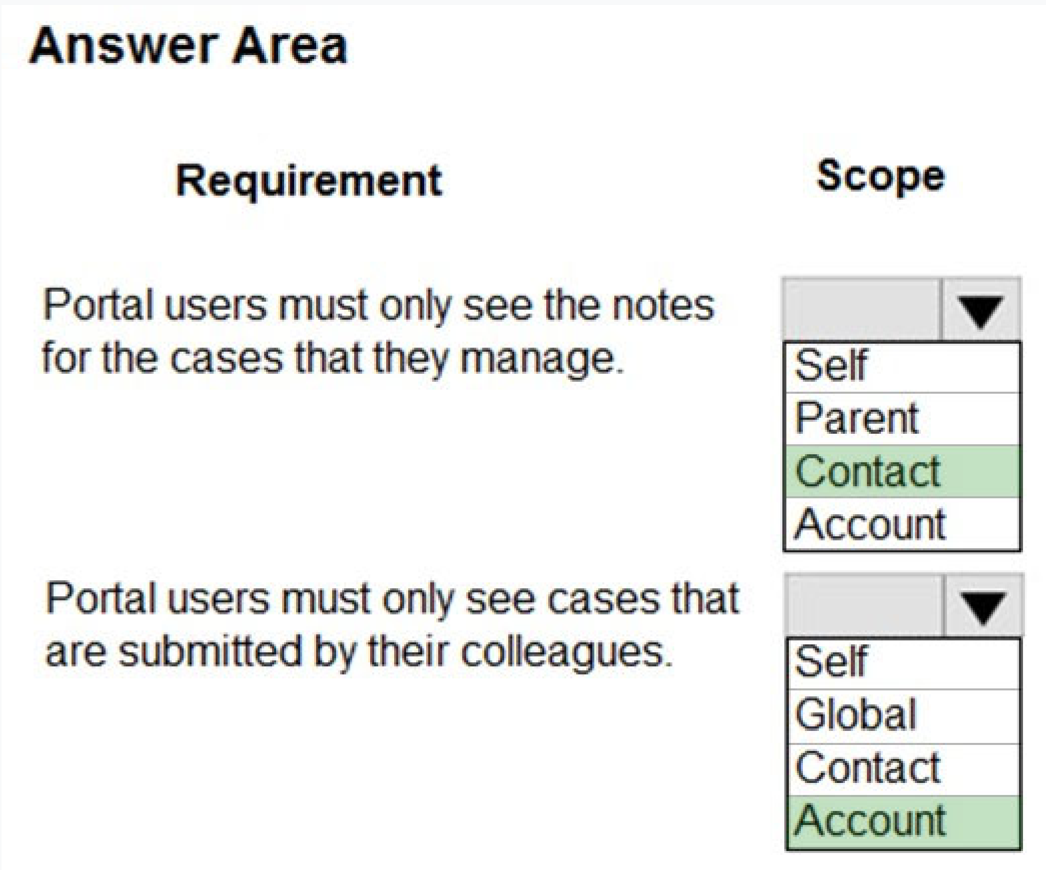
Which entity permission scope should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Contact -

With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's contact record via a defined relationship.

Box 2: Account -

With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.

This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user having this permission can view all the leads of only the parent account of the user.

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

AmineKol17 Highly Voted 1 year, 6 months ago
According to the given link, the first should be parent. Because there is no direct relationship between annotation and contact records.
upvoted 25 times

ragha81 Highly Voted 1 year, 3 months ago
It must be parent and account
upvoted 11 times

RalphE Most Recent 2 months, 2 weeks ago
Also see “Parent” as the right solution. It says the contact must see notes created for the case they manage. This does not mean that they have a direct relationship (e.g. via Regarding) to that Note. The Relationship to that Note is made via the Cases they own and than the related Notes of theses cases. So must be parent.
upvoted 1 times

petertwilliams 4 months ago
1st Box: Parent
Have to assume Notes means using the Timeline feature. Otherwise, the question should just state "Portal Users must only see cases that they manage".
Therefore, Parent.
2nd Box: Account
upvoted 1 times

Kollyjose 7 months, 3 weeks ago
1- Parent
2-Account
upvoted 5 times

Icky 8 months ago
Parent and Account. Notes doesn't have a direct relationship to Contact.
upvoted 3 times

ansrikanth1 11 months, 2 weeks ago
hmm.. that's one another tricky one. They said "notes" but never mentioned Annotations,a notes could be a text field on the case it self, in which case having Contact level should be good enough. Depends how we interpret the question.
upvoted 4 times

> **m3ngi3** 6 months ago
> My thoughts exactly...
> upvoted 2 times

giogo 11 months, 3 weeks ago
1- Parent
2-Account
upvoted 1 times

Eskape 1 year, 4 months ago
First answer is Parent, second one is Account.
upvoted 1 times

dbaguypw 1 year, 7 months ago
I think the first is Parent on the Notes entity to only see cases notes that you own.
upvoted 4 times

N8n0z 1 year, 8 months ago
Sounds right, according to the link provided
upvoted 5 times

Question #6 *Topic 2*

HOTSPOT -

A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook.

The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.

The company needs the following custom table relationships defined:

⇨ Associate educators with a list of their professional qualifications.

⇨ Assign a primary educator to each course that is held.

⇨ Collect information about every course that is held.

You need to determine the type of relationship that best fits the requirement.

Which type of table relationship should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

Reference:

Box 1: One-to-many relationship -

Each educator can have 0, 1, or many qualifications

Box 2: One-to-many relationship -

Each educator can be the primary educator for 0, 1 or many cources.

Box 3: Many-to-many relationship that uses a custom table.

Note: N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many

rows of one table can be related to many rows of another table.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

val_maly Highly Voted 1 year, 8 months ago
Does N-N with system generated table means Native Many to many relation and with custom table means intersect table?
If so the I would choose:
1. Many to Many with system generated (Nothing in question stated that any additional infor about qualification needed)
2. One to many (Educator can teach multiple courses)
3. Many to Many with custom table (session is a good example of intersect table)
upvoted 37 times

[Removed] 8 months ago
3rd one should be 1:n, becasue we have a table course that contains educator, such record can be used in multiple sessions.
upvoted 1 times

CDDT 1 year, 5 months ago
3. Could be N:N Custom Table if it's necessary to consider a Student Table. But considering the singular Session Table, I think it's correct also 1:N (1 Course : N Sessions)...
upvoted 9 times

spacemess Highly Voted 1 year, 4 months ago
1. N:N (system generated table) as qualification will be master data and multiple educators can have multiple qualifications.
2. 1:N as each course can have only 1 primary educator (lookup field)
3. 1:N as each course needs to have sessions information associated with the course for tracking purpose. It shouldn't be N:N as it is clearly mentioned that session info is maintained in excel when a session is held for a course implying each course can have multiple sessions exclusive to that course only -> "Each time a course is offered, the company tracks that the session has taken place in an Excel workbook."
upvoted 25 times

OldHand1 Most Recent 1 month, 3 weeks ago
Honestly you can take your pick with the wording of these questions. For e.g question 2 'When each course is held there must be a primary educator assigned' you could read that as only one educator so 1 to many, or if there is a 'primary' there must be secondary educators too, so a one to many with custom table and record the relationship of primary or secondary in the intersect. I'm guessing the first one, but its a total guess on what they mean, not on how relationships work!
upvoted 1 times

xavier_villafuerte 3 months ago
Answer for #1 should be N-N with custom table because the type of qualification should be a consideration in the design. Otherwise, the list available to select from will be a mess.
upvoted 1 times

MJ034 3 months, 3 weeks ago
1. I would give N:N with system generated table as an answer here. But personally I would prefer N:N with custom table for implementation considering ease of query
2. One to many with primary educator lookup
3. N:N with Custom Table. Course - Course Session
upvoted 1 times

petertwilliams 4 months ago
1st Box: Many-to-Many that uses a system generated table.
"The company maintains a list of required qualifications ". A qualification can be associated to many Educators. An Educator can be associated to many qualifications. This is many to many. As there are no other details that need to be captured about the association (e.g. Date of qualification attained), then a system generated intersect table is sufficient.

2nd Box: One-to-many relationship
"Primary educator" indicates a single value selected. Therefore, one-to-many.

3rd Box: One-to-many relationship
A course can have zero or more course sessions. This is one-to-many.
NOTE: Many-to-many makes no sense to me. If I'm on the course session record, from which table would I be selecting multiple records to associate to? Courses? No. Educators? No. Qualifications? No
upvoted 2 times

SaschaB 4 months, 1 week ago
1. N:N with system table assuming you want to track if 2 euducators have the same qualification.
2. One to many (one Educator per course but multiple courses per educator)
3. One to many (one course, multiple information? this case seriously lacks info)
upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago
In my opinion this should be the right answer:
1- Many-To-Many(Each Educator can have multiple Qualifications and Each Qualification have belong to multiple Educators.)
2-1-Many(On the course we'll have a look up to Primary Educator represent the Many part)
3-1-Many (Each course can have multiple session)
upvoted 1 times

ClairFraser 6 months, 1 week ago

1 - Many to Many (system generated educator - qualifications)
2- One to Many (primary educator)
3- One to Many (course session)

upvoted 2 times

Icky 8 months ago

N:N Custom table - Qualifications can be the same for many Educators
1:N a Primary Educator for each course
1:N a course has many sessions

upvoted 2 times

originalwitness 8 months, 3 weeks ago

I'm sorry but there is no system table that can be used for the first question.

upvoted 1 times

LostArc 11 months, 3 weeks ago

This question was there on 20/Feb/2022.

upvoted 1 times

giogo 11 months, 3 weeks ago

In my opinion it is correct, although I agree that the first one could also be N:N but since we do not need to know the educators that have a specific qualification, 1:N is enough to answer the requirement

upvoted 2 times

John_Pedro 1 year ago

As I generally tend to reuse from time to time "best-pracises" from existing data structures, my idea would be:
1. N:N (custom table) --> see bookable resource characteristic table in the URS (see Field Service, Customer Service and Project Operations)
2. N:N (custom table) --> the same as above with bookable resource booking table in the URS
3. 1:N --> use Notes

upvoted 1 times

ppcworld22 1 year ago

Answer of first question must be 'Many to Many with System Generated Table'. Rest two answers are correct.

upvoted 1 times

fre43 1 year ago

1,3, 1

upvoted 1 times

ArezouDynamics 1 year, 1 month ago

I'd say:
1) many-to-many with a custom table as qualification table should be created as a custom table
2) one-to-many: each educator can have multiple courses.
3)one-to-many: each course can have multiple sessions.

upvoted 6 times

d365ppp 9 months ago

These would be the right answers. They rephrased the requirements and tried to confuse the learner. If you follow the instructions on the questions: N:N with custom table, 1:N and 1:N would be the right answer.

upvoted 2 times

Question #7 *Topic 2*

HOTSPOT -

You are designing the security model for a Power Platform solution.

The security model must meet the following requirements:

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

You need to recommend security features for the solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

Box 1: Data loss prevention policy

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

Box 2: Security group -

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

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

Orlyf1987 Highly Voted 1 year, 8 months ago

Correct

upvoted 8 times

N8n0z Highly Voted 1 year, 8 months ago

Correct

upvoted 6 times

xyzzy123 Most Recent 4 weeks ago

correct
upvoted 1 times

Kollyjose 7 months, 3 weeks ago
CORRECT
upvoted 1 times

giogo 11 months, 3 weeks ago
Correct
upvoted 3 times

Question #8 *Topic 2*

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.

Correct Answer: *BC*
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

Community vote distribution
AC (100%)

Papcock1 Highly Voted 1 year, 8 months ago
Going AC.
upvoted 49 times

ZVV 1 year, 8 months ago
A does not address the requirement: Prevent the addition of duplicate colors based on the hexadecimal value for the color.
I think it should be CD
upvoted 3 times

Papcock1 1 year, 8 months ago
How would D address that requirement? You're relying on the C option to prevent the duplicate colors being entered, the A option is there because it enforces that column will have data in it.
upvoted 2 times

danosagi 1 year, 4 months ago
Agree with Papcock1, D is not needed as long as C is enforced.
upvoted 1 times

gdo 1 year, 5 months ago
100% agree. As C is a solid answer why would be a bulk deletion job necessary? A is the key to prevent NULL values on hex field.
upvoted 1 times

malyaban Highly Voted 1 year, 8 months ago
Answer is definitely AC. A because even if you set hex as alt key it will still be nullable. During the duplicate detection process, if a field has an empty value (translated to NULL in the database) in one of the fields, the record will not be identified as a duplicate. You will need the field to be business required.
upvoted 12 times

AP2020 Most Recent 4 weeks ago
Selected Answer: AC
Correct
upvoted 1 times

ChinhP 3 months, 2 weeks ago
AC for sure

upvoted 1 times

MoSun_Amini 4 months, 1 week ago
Answer is: AC
upvoted 1 times

ArezouDynamics 4 months, 3 weeks ago
B and C is correct!
upvoted 1 times

AlRe 5 months ago
Selected Answer: AC
The explanation of wrong B refers to A.
upvoted 2 times

Vin22CRM 5 months, 3 weeks ago
My Answer is AC
upvoted 1 times

avow 8 months ago
Selected Answer: AC
AC - The key can trigger duplicate detection, and business required forces the data entry to compare to other records.
upvoted 1 times

Icky 8 months ago
Selected Answer: AC
Bulk record deletion job has nothing even remotely related to the requirement. Answer is A and C
upvoted 1 times

CyrilleC 8 months, 1 week ago
Selected Answer: AC
AC because alternate key can be null
In this case, D is not needed because C is enforced.
upvoted 1 times

Dynamic_MD 8 months, 3 weeks ago
Selected Answer: AC
I will go with AC
upvoted 1 times

d365ppp 9 months ago
Selected Answer: AC
AC: Users should fill the info inorder to maintain and making it required would solve the issue. Secondly, we don't create problem and then solve, instead we prevent problem. So, using a key value to identify before creating a duplicate value is the right answer. AC is the definite answer.
upvoted 1 times

ansrikanth1 11 months, 2 weeks ago
Selected Answer: AC
its pretty obvious. Hex code should be an alternate key and it should not have nulls (to avoid duplicates) and so it should be mandatory.
upvoted 1 times

ppcworld22 1 year ago
Selected Answer: AC
Hex value is to be considered for duplicate detection hence must contain value. Hence A & C.
upvoted 3 times

fre43 1 year ago
AC because alternate key can also be null
upvoted 1 times

blopper 1 year, 3 months ago
D doesn't prevent craetion of duplicates, only cleans up after damage has happened. AC is the option that must be done in real life implementation and is the correct answer.
upvoted 2 times

Question #9 *Topic 2*

HOTSPOT -

A company uses Dynamics 365 Sales and Power BI.

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

- Notify the sales managers when an Opportunity changes sales stage.
- Notify the sales managers when the pipeline drops below 2.5M USD.
- When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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

Use Microsoft Dataverse as the data source.

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

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

Box 2: Microsoft Power Automate, Power Bi data alerts, and Microsoft 365 connector

Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.

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

Reference:

https://www.velosio.com/blog/2021/01/27/tracking-emails-the-right-way-with-power-automate/ https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts

CDDT Highly Voted 1 year, 5 months ago

1 You can detect on time the sales stage change in Dataverse (Power Automate + Dataverse) and send email to recipients using Team Owner information, sending by Outlook connector

2 You can use PBI Data Alerts: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts and when occur the alert trigger (the alert is triggered on refresh report) a Power Automate that retrieve all Sale force users (O365 users connector) and send on email via O365 Outlook connector: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
In this way users can see the same USD value: both Dataverse than Power BI.
3 You don't need notification solutions as Data alerts , you don't need O365 connectors. You need a Power Apps embedded in Power BI and create playbook in Dataverse using this app.
upvoted 19 times

BrettusMaximus 6 months, 1 week ago
1-2-4 Answer
1: https://docs.microsoft.com/en-us/connectors/office365/
2: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts
3: https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-powerapp
upvoted 7 times

hbtri2009 1 year, 3 months ago
so the answer is 1-1-4 right?
upvoted 2 times

Raja53kar 1 year, 3 months ago
So the answer is 2,2,4 !
upvoted 5 times

ArezouDynamics Highly Voted 1 year, 2 months ago
The answer is correct!
upvoted 11 times

Icky Most Recent 7 months, 4 weeks ago
The answer is correct. One, you need the Outlook Connector to send an email. The second one you would use Power BI data alerts because you need to look at the full pipeline data set to trigger the alert.
upvoted 2 times

shibax 11 months, 2 weeks ago
1,2,4 is corrected answer!
upvoted 9 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

giogo 11 months, 3 weeks ago
2-2-4 as CDDT explained:
1 You can detect on time the sales stage change in Dataverse (Power Automate + Dataverse) and send email to recipients using Team Owner information, sending by Outlook connector
2 You can use PBI Data Alerts: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts and when occur the alert trigger (the alert is triggered on refresh report) a Power Automate that retrieve all Sale force users (O365 users connector) and send on email via O365 Outlook connector: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
In this way users can see the same USD value: both Dataverse than Power BI.
3 You don't need notification solutions as Data alerts , you don't need O365 connectors. You need a Power Apps embedded in Power BI and create playbook in Dataverse using this app.
upvoted 1 times

ShilpaSudhi 1 year ago
Option- 1: For notification, we use Office365Outlook connector.

Office365Users connector is used to get the users details (like manager, email address, etc.). We cannot use this connector for sending a notification.

I think the answer provided for all options are correct to my knowledge.
upvoted 2 times

MohamedVaga 1 year, 1 month ago
My answer is 2-2-4
upvoted 2 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 3 times

NoNameBrand 1 year, 6 months ago
1) Microsoft Automate, Dataverse Connector, Office 365 Users
"Office 365 Users Connection provider lets you access user profiles in your organization using your Office 365 account. You can perform various actions such as get your profile, a user's profile, a user's manager or direct reports and also update a user profile."
https://docs.microsoft.com/en-us/connectors/office365users/

2) Automate, Power BI data alert, Office 365 Users
"Power BI data alert connector for Microsoft Flow."

https://powerbi.microsoft.com/en-us/blog/turn-insight-into-deep-meaningful-action-using-microsoft-flow-and-power-bi/

3) Automate, Power BI, Power Apps, Dataverse connector
By process of elimination.
- We don't need Office 365 Users or Office 365 Outlook connector
upvoted 2 times

hss1 1 year, 6 months ago
I'm very confused with this. Any idea of the correct answers?
upvoted 1 times

Papcock1 1 year, 8 months ago
I don't get what the 2nd one would gain from having a PBI alert... I'm going with Top/Top/Bottom.
upvoted 2 times

Papcock1 1 year, 8 months ago
I take this back. After further research, the notification comes from the Power BI thing, but I don't get what purpose the given choice's Office 365 connector is doing in the process, not sure what the answer is on the 2nd question.
upvoted 2 times

Power_Ninja 1 year, 8 months ago
Agree with your answer and agree on the Office 365 connector .. not sure what it's adding..
upvoted 1 times

N8n0z 1 year, 8 months ago
Would think the second one would have the same answer as the first?
upvoted 2 times

ZVV 1 year, 8 months ago
In this case you'll need to calculate pipeline on schedule.
With data alerts you can have it near real time. Assuming that Office connector include Outlook, it would work.
Check this: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
upvoted 4 times

TheLadyB 1 year, 9 months ago
Same question appers on MB-600 and there for the first question the answer provided is Microsoft Power AUtomate, Microsoft Dataverse connector, and Microsoft Office 365 users
upvoted 2 times

ZVV 1 year, 8 months ago
And now I think it makes sense (to get user's manager)
upvoted 2 times

Fella 1 year, 7 months ago
So are we saying the first answer should be Microsoft Power AUtomate, Microsoft Dataverse connector, and Microsoft Office 365 users?
upvoted 1 times

Question #10 *Topic 2*

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.

Correct Answer: *AB*

Community vote distribution

AD (100%)

N8n0z Highly Voted 1 year, 8 months ago
AD I think. Having a BPF won't necessarily answer the requirement but changing the workflows logic to a sync plugin will work, even though we'll probably need to write more code
upvoted 33 times

juan54 1 year, 5 months ago
what a plugin means on power platform ?
upvoted 1 times

HelloWorldHere 11 months, 4 weeks ago
No. Plugins are written withing D365 on defined stages and runs on serverside.
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
Plugins can be applied to any event in Dataverse, not just D365
upvoted 1 times

blopper 1 year, 3 months ago
It's gauranteed AD. No need to think/guess at all :)
upvoted 7 times

HelloWorldHere 11 months, 4 weeks ago
No. Plugins are written withing D365 on defined stages and runs on serverside.
upvoted 1 times

petertwilliams Most Recent 4 months ago
Selected Answer: AD
BPF has nothing to do with the issue.
Asynchronous workflow is not real-time.
upvoted 2 times

Vin22CRM 5 months, 3 weeks ago
Selected Answer: AD
What i choose is AD
upvoted 2 times

mscert_iy 7 months ago
Selected Answer: AD
Real time workflow and sync plugin are the only instantly running events. Would prevent issues with data they see.
upvoted 2 times

Icky 7 months, 4 weeks ago
Selected Answer: AD

Def A and D. You don't want to recommend the workflow, Microsoft is recommending to move away from workflows as it will be deprecated. BPF won't do anything to solve this requirement. If anything, make sure you comment on your answers for the exam as to why you pick your answer in case you have to challenge the outcome.
upvoted 2 times

avow 8 months ago
Selected Answer: AD
B can not work because there would be multiple things going on.
upvoted 2 times

[Removed] 8 months, 1 week ago
Here, only sync plugin and JS/business rule can resolve the task. Anything async will not do the job as required
upvoted 2 times

[Removed] 8 months, 1 week ago
also, the old workflows are not recommended to use.
upvoted 1 times

fre43 11 months, 2 weeks ago
Selected Answer: AD
I think A and D
upvoted 3 times

ArezouDynamics 1 year, 2 months ago
In order to get the real-time outcome, we should choose a synchronous solution which can come with Real-time workflows and plugins. So, A and D are correct answers.
upvoted 2 times

altman 1 year, 5 months ago
B is incorrect because after the consolidation, the final workflow is still asynchronous.
upvoted 3 times

dbaguypw 1 year, 7 months ago
AD I think too due to real-time requirements.
upvoted 2 times

Power_Ninja 1 year, 8 months ago
A & D else how will the process be real-time e.g.
async = fire and for forget
sync = wait till the operation complete and get the answer immediately
upvoted 2 times

Papcock1 1 year, 8 months ago
Should be B&C
upvoted 2 times

Papcock1 1 year, 8 months ago
I feel uncertain, but I'm leaning towards the suggested answer, 55% confidence.
upvoted 1 times

TheLadyB 1 year, 9 months ago
If it is required to see update in real time, then asynchronous process are not the solution.
B and C provide real time updates
upvoted 2 times

rodrrr 10 months, 2 weeks ago
How does a BPF solves the problem? You are way off on this one.
upvoted 1 times

Question #11 *Topic 2*

You are designing a model-driven app that allows a company to manage sales opportunities.
The company has a complex security model that includes the following requirements:
✑ The vice president of sales must be able to see opportunities for sales managers and sales representatives.
✑ Sales managers must be able to see opportunities for all sales representatives.
✑ Sales representatives must only see opportunities that they own.
You need to recommend security tools for controlling user access.
Which two tools should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Account hierarchy

B. Field security profile

C. Position hierarchy

D. Security roles

Correct Answer: *CD*
With the position hierarchy security, a user at a higher position has access to the records owned by a lower position user or by the team that a user is a member of, and to the records that are directly shared to the user or the team that a user is a member of.
The hierarchy security model is an extension to the earlier security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/hierarchical-security-control-access-entities

N8n0z Highly Voted 1 year, 8 months ago
Correct
upvoted 18 times

xyzzy123 Most Recent 4 weeks ago
correct
upvoted 1 times

ern24435 5 months, 2 weeks ago
Correct
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Yes Correct
upvoted 1 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 2 times

Question #12 *Topic 2*

A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf.
The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution.
You need to recommend a solution to combine the room and shelf fields into a single column during the import process.
Which tool should you recommend?

A. Power Platform dataflows

B. Data Import Wizard

C. import from CSV

D. Microsoft Excel Online

Correct Answer: *B*
Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv),
XML Spreadsheet 2003 (.xml), or text files.
Use transformation mapping to modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table.
Note:
To implement data import, you typically do the following:
☞ Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
☞ Create a data map or use an existing data map.
☞ Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
☞ Create a data map or use an existing data map.
☞ Associate an import file with a data map.
☞ Upload the content from a source file to the associated import file.
☞ Parse the import file.
☞ Transform the parsed data.
☞ Upload the transformed data into the target Dataverse server.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/import-data https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import

Community vote distribution
A (100%)

malyaban Highly Voted 1 year, 8 months ago
Wrong answer - Concatenation is for values in one column and using a delimiter. Column merging is only possible in DataFlows. Answer is A
upvoted 30 times

tumaj Highly Voted 1 year, 5 months ago
The key phrase of the question is: "The company must import the data from the existing system into a Power Platform solution."
Data Import Wizard is used to import data from a .csv or xml file and not directly from an external data source. Therefore an ETL tool is needed here and the "Power Platform Data Flows" is the correct answer.
upvoted 5 times

Muzera Most Recent 2 months, 4 weeks ago
Selected Answer: A
Answer : A
upvoted 1 times

petertwilliams 4 months ago
Well I'm going for A.

But I do see why B was provided as an answer. Once upon a time this may have been the way to go.
https://cloudblogs.microsoft.com/dynamics365/no-audience/2008/03/24/data-migration-manager-advanced-transformation-mappings/
https://cloudblogs.microsoft.com/dynamics365/no-audience/2008/04/04/data-migration-manager-advanced-transformations/
upvoted 1 times

mister_exam 4 months, 4 weeks ago
I'd go with B because using a Dataflow for data import seems heavily overkill. Combine the data in Excel first using formulas, generate a csv, then import using the Data Import Wizard.
upvoted 2 times

kangtamo 5 months ago
Selected Answer: A
I agree with A.
upvoted 1 times

kangtamo 5 months ago
Selected Answer: A
I agree with A.
upvoted 1 times

ShilpaSudhi 10 months, 2 weeks ago
Selected Answer: A
Answer : A
upvoted 3 times

Ravindarreddy 11 months, 3 weeks ago
Correct Answer: A
upvoted 2 times

mat12 10 months, 3 weeks ago
What system is "existing system"? If it is legacy system, we can't use Dataflow.
upvoted 1 times

LostArc 11 months, 3 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

MohamedVaga 1 year, 1 month ago
Correct Answer is A,
upvoted 2 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 3 times

Aedu 1 year, 1 month ago
And what is the correct answer please?
upvoted 1 times

CDDT 1 year, 5 months ago
Correct Answer is A: Dataflow is one MS ETL solution (Extract - Transform - Load)
Other options are static data Export/Import solutions
upvoted 3 times

wfrf92 1 year, 6 months ago
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import

Correct Answer : A
upvoted 2 times

wfrf92 1 year, 6 months ago
Correct Answer : C
upvoted 2 times

NoNameBrand 1 year, 6 months ago
A - Key work Transform
"Dataflows enable customers to ingest, transform, and load data into Microsoft Dataverse environments"
https://docs.microsoft.com/en-us/power-query/dataflows/overview-dataflows-across-power-platform-dynamics-365
upvoted 1 times

jpcl74 1 year, 7 months ago
Same question in MB-600 and same answer: B- Data Import Wizard
upvoted 5 times

Power_Ninja 1 year, 8 months ago
Totally A
upvoted 2 times

Question #13 *Topic 2*

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

Correct Answer: *ABC*
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

Community vote distribution
ACD (86%) 14%

alberto_75 Highly Voted 1 year, 3 months ago
I think correct answer is A, C, D by exclusion. DataFlow, workflow and Power Automate can apply business logic and trasformation. Instead Business Rule and Duplicate Detection Rule can't. The last answer can block record creation but not change values....
upvoted 28 times

Papcock1 Highly Voted 1 year, 8 months ago
I'd go ABD as well, although C&D seem interchangeable, it seems more likely the answer would be D just due to recency bias.
upvoted 8 times

petertwilliams Most Recent 4 months ago
Selected Answer: ABD
A: A dataflow can certainly cause the problems described.
Note: "Connects to a Power Platform environment". It doesn't necessarily say that there is an application in this environment. It could be used for Power BI reporting and the data is being pulled into it for that purpose. Otherwise, using a Dataflow for updating a lead table (especially if it were Dynamics) doesn't sound like a good idea to me.

D: Power Automate Flow can definitely be used for integration purposes and cause these problems.
B: Business Rule can change the owner whilst a legacy flow cannot. Topic and telephone number issue are very unlikely to be caused by a legacy

flow or business rule. So, I'm opting for B.
E: Duplicate data rules seems very unlikely.
upvoted 1 times

yopla1 6 months ago
Selected Answer: ACD
All have actions on data
upvoted 3 times

d365ppp 9 months ago
Classic workflow has been replaced with Power automate flow.

https://docs.microsoft.com/en-us/power-automate/replace-workflows-with-flows
upvoted 1 times

MrMiniMite 7 months, 2 weeks ago
Nope, not yet.
upvoted 1 times

ppcworld22 1 year ago
Selected Answer: ACD
ACD is correct answer.
No any point in question talks about data duplication and Business Rules dont fit here as no point talks about fields visibility or any other cosmetic impacts.
upvoted 3 times

MrMiniMite 7 months, 2 weeks ago
A business rule set as Entity scope can change the Owner but I think ACD are more likely.
upvoted 1 times

fre43 1 year ago
I vote for ACD
upvoted 1 times

ragha81 1 year, 2 months ago
BCD is correct answer
upvoted 3 times

NoNameBrand 1 year, 6 months ago
A D E

Why A? - The owner data in the lead table and the third-party application do not match.
This seems like an incorrect mapping in the Data flow.

Why D? - There are differences in how telephone numbers are formatted.
This seems like Automated flow that changes the format of a number, could also be done via data flows...

Why E? - The Topic column has more information than the related record from the marketing application.
"The Merge option is available only for Account, Lead, and Contact entities."
https://docs.microsoft.com/en-us/power-platform/admin/detect-duplicate-records
upvoted 3 times

EMJK 1 year, 7 months ago
I think it is BDE.
upvoted 3 times

datchattdude 1 year, 7 months ago
Explanation doesn't match the "Correct Answer" letters. If you go by the explanation, then the answer should be ABE. They're saying that C = Duplicate detection in the explanation.
upvoted 2 times

Power_Ninja 1 year, 8 months ago
I wouldn't use a Dataflow for integration nor should you so that leaves B (if it fires at entity level) , C, D ... E is not relevant.
upvoted 4 times

ZVV 1 year, 8 months ago
I'd choose ABD
upvoted 4 times

N8n0z 1 year, 8 months ago
I think this could be anything from A to D
upvoted 5 times

Papcock1 1 year, 8 months ago
Agreed
upvoted 1 times

Question #14 *Topic 2*

HOTSPOT -

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

The company reports the following issues:

- Migration processes fail due to operation timeouts.
- Records that include lookup columns often fail to load.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

Box 1: Increase multithreading and/or batch size settings

Box 2: Ensure you are loading data in a specific order.

Load the base tables in the hierarchies first.

ExamTaker5000 Highly Voted 1 year, 4 months ago

B + D is the answer

upvoted 24 times

CDDT Highly Voted 1 year, 5 months ago

1 Decrease Multi and/or batch size
2 Import according the correct order

upvoted 6 times

al454 Most Recent 5 months ago

B & D are correct answers.

upvoted 2 times

d365ppp 9 months ago

DB. Simple logic

upvoted 2 times

giogo 11 months, 3 weeks ago

1. if you increase multithreading it should fix the issue, but then you would also decrease the batch size. I would go with A since you cannot decrease both the multithreading and the batch size and process the same amount of data in less time
2. D

upvoted 1 times

ppcworld22 1 year ago

B & D are correct answers.

upvoted 1 times

Mudassar 1 year, 4 months ago

B - Decrease batchsize
D - Import in correct order

upvoted 4 times

trucbinh 1 year, 5 months ago

Should be Decrease the batch size

upvoted 2 times

N8n0z 1 year, 8 months ago

Correct

upvoted 3 times

fadyanwar 1 year, 7 months ago

Actually you should decrease the batch size to avoid timeouts

upvoted 5 times

Question #15 *Topic 2*

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. Microsoft Customer Voice

B. Business Process Modeler task guide

C. Dashboards

D. Business Process Flow

Correct Answer: *D*

Community vote distribution
D (100%)

bsb1482 Highly Voted 1 year, 1 month ago
Selected Answer: D
Correct
upvoted 7 times

Anon303 Most Recent 4 months, 2 weeks ago
Selected Answer: D
Not much to debate here. Clearly BPF.
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Selected Answer: D
BPF is correct
upvoted 1 times

Icky 7 months, 3 weeks ago
Selected Answer: D
Business Process Flow - D
upvoted 1 times

[Removed] 8 months, 1 week ago
Nooooooo
upvoted 1 times

ettie54f_p929n 9 months, 1 week ago
Selected Answer: D
its BPF
upvoted 1 times

MariusAlmato 1 year, 1 month ago
Selected Answer: D
Correct
upvoted 3 times

Sreeyeggina 1 year, 2 months ago
Correct
upvoted 2 times

PradeepG433 1 year, 3 months ago
Correct
upvoted 2 times

Question #16 *Topic 2*

HOTSPOT -

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.

Hot Area:

Answer Area

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.

Correct Answer:

Answer Area

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.

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).
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-virtual-entities

alaamohy Highly Voted 1 year, 2 months ago
correct!
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/virtual-entities
upvoted 7 times

alexjhvfjhvjhj Most Recent 10 months, 3 weeks ago
Doesn't virtual tables use GUID, and sql use an integer auto-unique key?
upvoted 2 times

BrettusMaximus 6 months, 1 week ago
SQL can use Guids too or anything else as a primary or secondary key.
upvoted 1 times

giogo 11 months, 3 weeks ago
correct
upvoted 2 times

Mingq 1 year ago
Correct!
upvoted 1 times

fre43 1 year ago
it's right
upvoted 1 times

Question #17 *Topic 2*

HOTSPOT -

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.

The company reports the following data quality issues with the existing solution:

- Users often encounter a character limit when entering data.
- The database includes multiple instances of duplicate records.

You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	Define a data mask. Define and implement duplicate detection rules. Define the data type and format for each column.
The database includes multiple instances of some records.	Define requirements for data entry. Define and implement duplicate detection rules. Define the data type and format for each column.

Correct Answer:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	Define a data mask. Define and implement duplicate detection rules. Define the data type and format for each column.
The database includes multiple instances of some records.	Define requirements for data entry. Define and implement duplicate detection rules. Define the data type and format for each column.

Box 1: Define the data type and format for each column

Increase the data type size of the column.

Box 2: Define and implement duplicate detection rules

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean

Sreeyeggina Highly Voted 1 year, 2 months ago

Correct

upvoted 8 times

anonymous8521 Most Recent 10 months, 2 weeks ago

correct answer

upvoted 2 times

giogo 11 months, 3 weeks ago

correct

upvoted 2 times

BR565 1 year, 3 months ago

Correct

upvoted 3 times

Question #18 *Topic 2*

HOTSPOT -

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

The company has the following requirements:

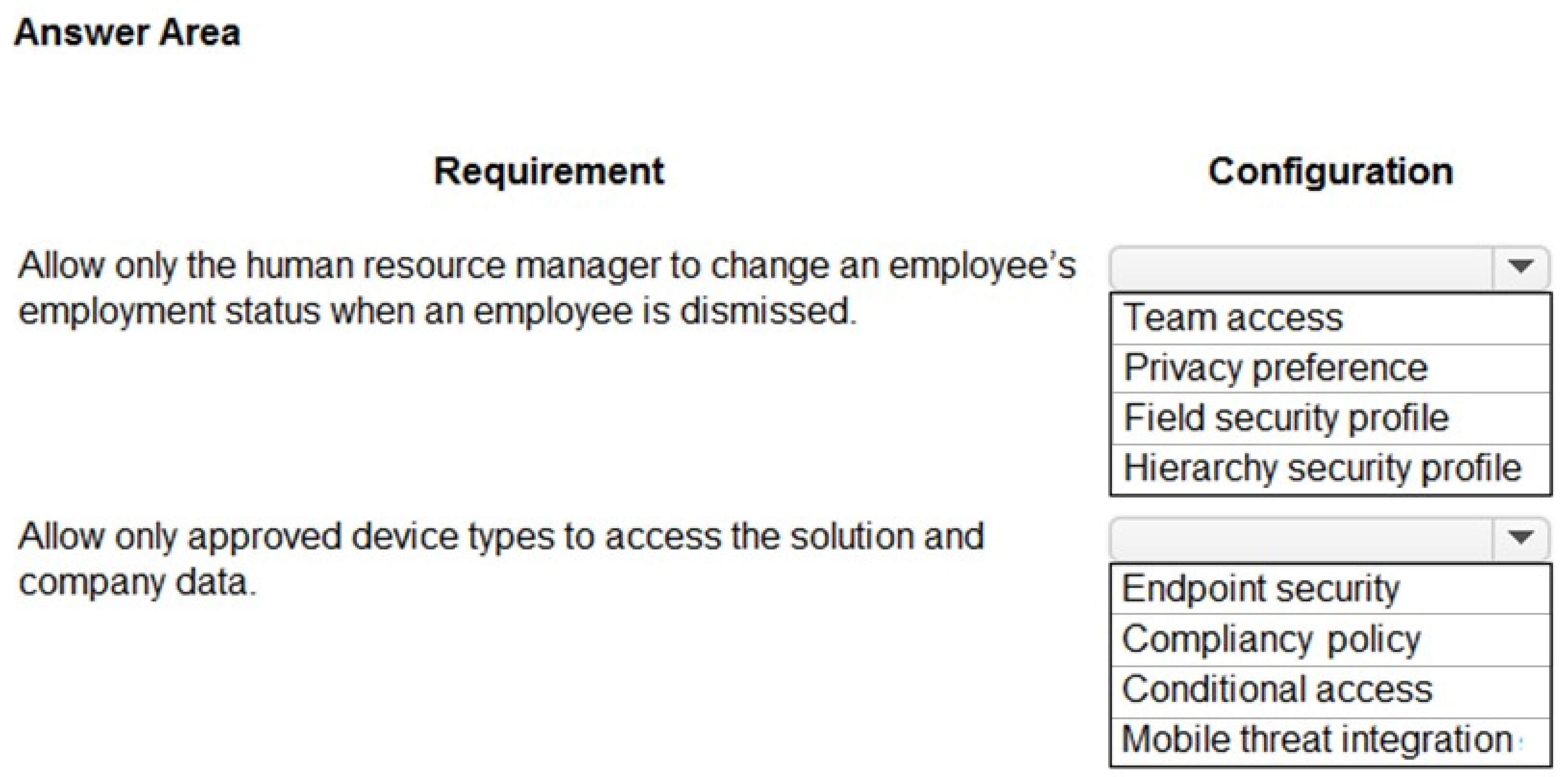
- Allow only the human resource manager to change an employee's employment status when an employee is dismissed.
- Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the requirements.

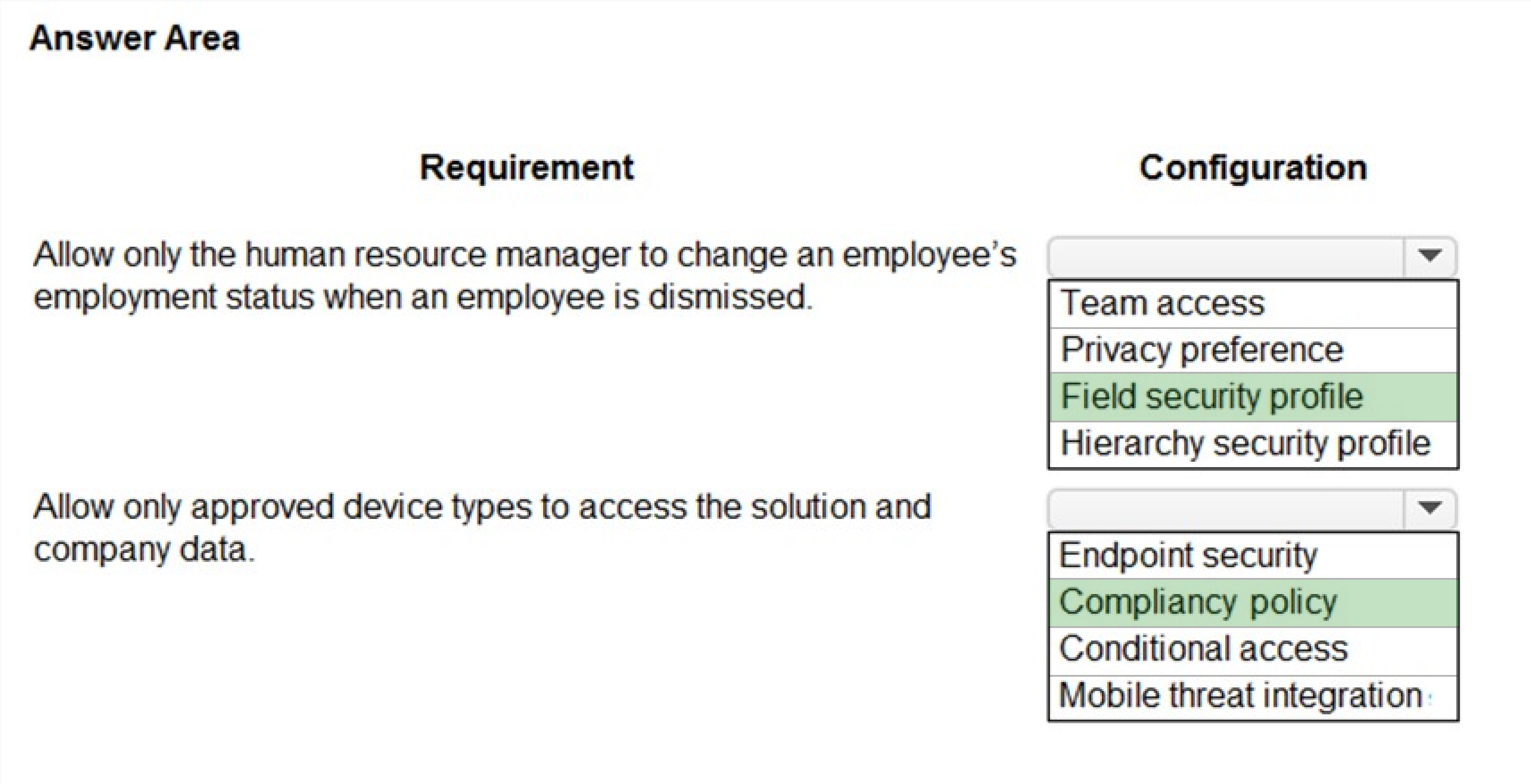
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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 ג€" 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.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/field-level-security https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started

kenwj2342 Highly Voted 1 year, 2 months ago
Second one should be conditional access.
upvoted 29 times

alaamohy 1 year, 2 months ago
Agreed
upvoted 3 times

giogo Highly Voted 11 months, 3 weeks ago
1- Field Security profile
2- Conditional Access.
upvoted 10 times

CRMBug Most Recent 2 months, 2 weeks ago
1- Field Security profile
2- Conditional Access.
upvoted 1 times

Ezekielibe 10 months, 2 weeks ago
1. Field Security Profile
2. Compliance policy (https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started)
upvoted 5 times

Icky 7 months, 3 weeks ago
I agree that its Compliance Policy. For device type, the Conditional Access must use the Compliance Policy to determine if the device, operating system etc. meets the policies set.
upvoted 1 times

originalwitness 8 months, 3 weeks ago
Second one should be conditional access. You can block access to M365 Cloud apps if a device is not compliant.
upvoted 2 times

Icky 7 months, 3 weeks ago
right, hence Compliance Policy is the answer
upvoted 2 times

m3ngi3 6 months ago
Assuming that Compliancy policy is not a trick answer because these do not exist (Compliance policy is the right terminology) --> the policy would just state if a device is compliant or not and Conditional access is wat actually determines the access to the app based on that status...
upvoted 3 times

Prt33k 1 year, 2 months ago
It should be Field Security profile and Conditional Access.
https://docs.microsoft.com/en-us/azure/active-directory/conditional-access/overview
upvoted 6 times

Question #19 *Topic 2*

You are designing tables and columns for a Power Platform solution.
The solution will contain an interactive experience dashboard.
You need to ensure that the columns you create can be used as global filters for the dashboard.
Which two data types can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Multiline Text

B. Choice

C. Text

D. Yes/No

E. Lookup

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

Choice -

Yes/No -

Status Reason -
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards

Community vote distribution
BD (100%)

Icky Highly Voted 7 months, 3 weeks ago
Selected Answer: BD
B, D, and E are the correct answers even though you can select only two.
upvoted 5 times

Samit Most Recent 1 month, 2 weeks ago
B and D
upvoted 1 times

Kollyjose 7 months, 3 weeks ago
B and D
upvoted 1 times

giogo 11 months, 3 weeks ago
Selected Answer: BD
correct
upvoted 4 times

kenwj2342 1 year, 2 months ago
Any data types except text and multiline text can be global filter. The answers have more than 2 correct answers.
upvoted 2 times

ragha81 1 year, 2 months ago
B,D & E are correct.
upvoted 1 times

Vivinator1 1 year, 2 months ago
This question was on the exam. Answer looks correct.
upvoted 1 times

Question #20 *Topic 2*

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.

Correct Answer: *BD*
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

Community vote distribution
BC (94%) 6%

Ghalandor90 Highly Voted 1 year, 3 months ago
I think that the correct anwer are: BC.
upvoted 22 times

vignesh989 Highly Voted 6 months, 3 weeks ago
Selected Answer: BC
You cannot assign a security role to a business unit.
upvoted 7 times

Samit Most Recent 1 month, 2 weeks ago
B and C
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
A and C
https://docs.microsoft.com/en-us/power-platform/admin/field-level-security
https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges
Not B why?: Standard security roles already exist, so you don't need to create them, you just need to assign them.
upvoted 3 times

dudenKo 5 months, 3 weeks ago
B answer is define and configure - so you can configure existing roles. Problem with A answer is they are not saying about specific columns and therefore answer B more fits the question.
upvoted 1 times

Icky 7 months, 3 weeks ago
Selected Answer: BC
B and C are the right answer. Its not possible to assign a security role to a business unit so D is incorrect
upvoted 4 times

Dynamic_MD 8 months, 3 weeks ago
Selected Answer: BC
You can assign role to Business Unit
upvoted 2 times

d365ppp 9 months ago
Selected Answer: BD
BD are the definite answers. Teams are created only when you want to pull people from many groups and units and provide access to a particular database or document or an application: to collaborate. Teams are usually created to serve this purpose. Unit level would serve the purpose outlined here.
upvoted 1 times

Icky 7 months, 3 weeks ago

You cannot assign a security role to a business unit.
upvoted 2 times

giogo 11 months, 3 weeks ago
Selected Answer: BC
i would apply the security role to teams instead of business units
upvoted 2 times

GozerTheGreat 12 months ago
Selected Answer: BC
This was on the MB-600 exam
upvoted 2 times

svema 1 year, 1 month ago
I think that the correct anwer are: B and C.
upvoted 3 times

zjhunter 1 year, 2 months ago
how will you be able to assign security role to a BU??
upvoted 2 times

Ghalandor90 1 year, 3 months ago
I think that the correct anwer are: AC
upvoted 5 times

for_sure 1 year, 3 months ago
100% agreed with B but why not C?
upvoted 1 times

wyindualiizer 1 year, 2 months ago
Business units, security roles, and users are linked together in a way that conforms to the role-based security model. Use business units together with security roles to control data access so people see just the information they need to do their jobs.
upvoted 2 times

Question #21 *Topic 2*

HOTSPOT -

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

Box 1: For each activity..

Cascade None: Do nothing -

Note:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Cascade Active: Perform the action on all active referencing table records associated with the referenced table record.

Box 2: Create Power BI reports using the Microsoft Dataverse connector

Use the Dataverse connector in DirectQuery mode: Connects directly to the data in Dataverse. Use this mode for real-time data retrieval.

Reference:

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

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-powerbi-connector

lacoona Highly Voted 8 months ago

Q1... A
Q2....A
Correct

upvoted 9 times

xyzzy123 Most Recent 4 weeks ago

correct

upvoted 1 times

Samit 1 month, 2 weeks ago

Correct

upvoted 1 times

Odidepse 2 months, 2 weeks ago

2nd should be data export service, near real-time 100%. On a note, if you are providing architecture solution, this has now been deprecated. Use azure synapse but the best is through kingswaysoft , less hassle.

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

Answer: A, C
https://docs.microsoft.com/en-us/power-apps/developer/data-platform/configure-entity-relationship-cascading-behavior
Power BI DataFlows refresh scheduling is managed directly from the workspace in which your dataflow was created, just like your datasets.
https://docs.microsoft.com/en-us/power-bi/transform-model/dataflows/dataflows-introduction-self-service

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

Amended
A, A is the better answer because
The dataverse connector allows direct query.
DirectQuery connects directly to the data in Dataverse. Use this mode for real-time data
retrieval.
Dataflow has restrictions to update in hourly intervals.

upvoted 4 times

MP270915 6 months, 3 weeks ago

Maybe Q2 should be B considering it says that requires NEAR-real-time (not real-time). Of course, Data Export Service should be replaced by Azure Synapse, but probably this is due to the question not being updated. Anyone else is with me?

upvoted 3 times

Question #22 *Topic 2*

You are designing a Microsoft Power Platform solution for a company that has multiple Microsoft Dataverse environments.
You need to prevent specific users from accessing specific environments.
What should you do?

A. Remove all security roles from the users of the specific environments.

B. Remove the user from the business unit.

C. Remove the user from all security groups.

D. Remove the user from all teams.

Correct Answer: *A*
Microsoft Dataverse uses a role-based security model to help secure access to the database. Security roles can be used to configure environment-wide access to all resources in the environment.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/database-security

Community vote distribution
A (100%)

RalphE 2 months, 2 weeks ago
ok, A will work definatly, but also removing the user from the business unit would remove all his related security roles
upvoted 1 times

petertwilliams 3 months, 3 weeks ago
Selected Answer: A
The problem with option A though, is that you need to ensure the user is in no teams that have security roles applied. If the user is in an AAD synchronised team, then option A only works if it also includes removing users from AAD synchronized groups.

Option D doesn't work due to the exact opposite scenario, a user can be assigned a role directly.
Option B is nonsense.
Option C only makes sense if by "Remove the user from all security groups" means "remove the user from all security groups on the specified environments".

Option A is the best answer of the bunch, but I don't like the way this question is structured.
upvoted 1 times

SW85 4 months, 2 weeks ago
I would've said C if the answer was worded as removing the user from the security group for the specific environments, as opposed to ALL environments. With that said, I agree the answer is A based on options provided.
upvoted 1 times

Dynamic_MD 8 months, 3 weeks ago
Selected Answer: A
Well D can also be answer if User do not have direct role (access through Team being team member)
upvoted 2 times

YoussefB 8 months, 4 weeks ago
Selected Answer: A
Correct
upvoted 2 times

Daniel1992 9 months, 2 weeks ago
Correct
upvoted 2 times

Question #23 *Topic 2*

HOTSPOT -

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.

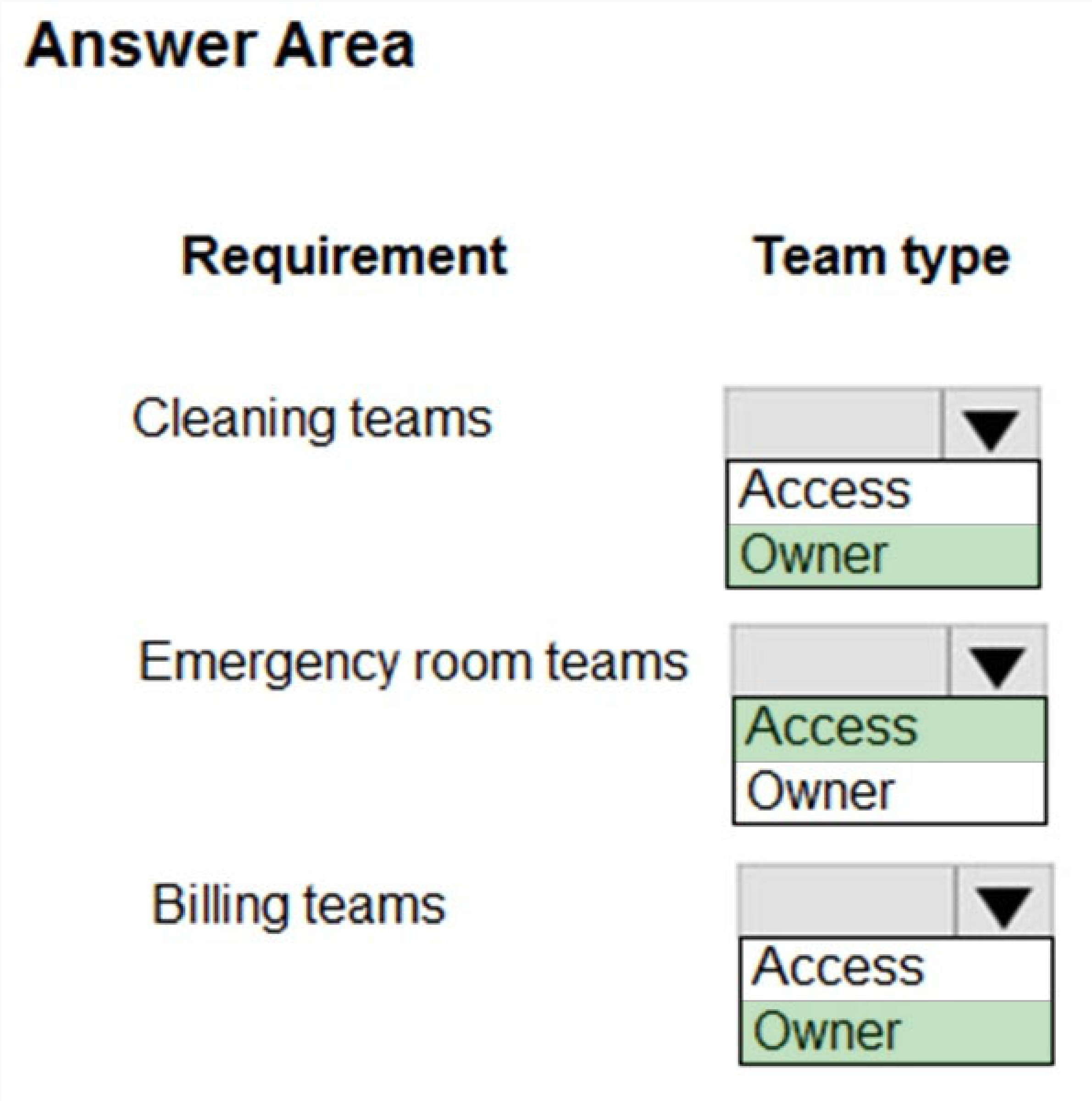
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Team type
Cleaning teams	Access / Owner
Emergency room teams	Access / Owner
Billing teams	Access / Owner

Correct Answer:



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 -

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/manage-teams

nightzsze Highly Voted 9 months, 2 weeks ago

I think should be Owner, Access, Access.
The key point is in Owner Team all members have the full rights, but the Billing team members must only see data from it's assigned department, therefore it has to be Access Team.

upvoted 9 times

Icky 7 months, 1 week ago

Your explanation is flawed. The Billing team are members assigned to the same department. They would be in the same business unit if you sent things up correctly, hence owner. The answer provided is correct.

upvoted 6 times

ettie54f_p929n Highly Voted 9 months ago

Owner, Access, Access

upvoted 8 times

MElokabi Most Recent 1 day, 18 hours ago

Owner
Access
Owner

upvoted 1 times

petertwilliams 3 months, 3 weeks ago

When the word "assign" is used, then I think it needs to be an Owner team. When you assign a record it, you make that user/team an owner.
Access teams can't be an owner of a record.
Therefore,
Owner, Access, Owner

upvoted 2 times

ClairFraser 5 months, 2 weeks ago

The answer is correct.

upvoted 6 times

BrettusMaximus 6 months, 1 week ago

1 - Access
2 - Access
3 - Owner
Cleaners are assigned a task but do not create it. This is compatible with ACCESS.
Emergency are shared ACCESS as necessary.
Billing can only see their own data. They are the owners of their own data and do not share it.

upvoted 2 times

BrettusMaximus 6 months, 1 week ago

Sorry I am wrong on the first
1 - Owner
2 - Access
3 - Owner
Anyone with Assign access rights on a record can assign that record to another user. When a record is assigned, the new user or team becomes the owner of the record and its related records. The original user or team loses ownership of the record, but automatically shares it with the new owner.
https://docs.microsoft.com/en-us/power-apps/developer/data-platform/security-sharing-assigning

upvoted 7 times

ddu 7 months ago

Given answer is correct
1 - "Custom" Owner team
2 - "Custom" Access team
3 - Default Team of Business Unit

upvoted 1 times

VJ345 9 months, 2 weeks ago

Given answer is correct

upvoted 5 times

Daniel1992 9 months, 2 weeks ago

I believe its
1 - Access
2 - Access
3 - Owner

upvoted 2 times

Question #24 *Topic 2*

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

Correct Answer: *A*

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

Incorrect Answers:

D: Remove Link: Remove the value of the referencing column for all referencing table records associated with the referenced table record.

Reference:

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

Community vote distribution

B (96%) 4%

alainle Highly Voted 9 months, 1 week ago

Selected Answer: B

I would go for B on that one - we're looking for a parental relationship, but without the cascade behavior on delete

upvoted 11 times

Icky 7 months, 1 week ago

No we are not looking for parental relationship. Its referential. Read the question again.

upvoted 2 times

Drizzt1807 5 months, 3 weeks ago

It cannot be referential. The owner will only be inherited in a custom relationship. If you set the relationship to parental, related records will be deleted, too.

Correct answer is: Custom.

upvoted 1 times

mscert_iy Highly Voted 7 months ago

Selected Answer: B

Configurable Cascading / Custom. Needed values are Assign:Cascade All & Delete:Remove Link. First requirement says associated records/parts need to be updated, so cascade makes sense. Deletion doesn't say 'prevent delete' so it's not restrict delete, remove link is the right choice.

upvoted 5 times

brmscertprep Most Recent 3 months ago

Selected Answer: B

Custom because on topic 1 data need be updated, and topic 2 must be keeping existing on D365:
https://community.dynamics.com/365/sales/b/crminogic/posts/configure-rollup-view-for-activities-with-dynamics-crm-365

upvoted 1 times

Anon303 4 months, 2 weeks ago

Selected Answer: B

Amending previous voting comment.

upvoted 1 times

AlRe 4 months, 2 weeks ago

Selected Answer: B

A, C and D cannot be correct (see https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-entity-lookup#add-advanced-relationship-behavior).

So is must be B

upvoted 1 times

Anon303 4 months, 2 weeks ago

Selected Answer: D

Cascade All is required to meet requirements for assign but deletion behavior should be remove link, therefore custom.

upvoted 1 times

Anon303 4 months, 2 weeks ago

*Supposed to be B.

upvoted 1 times

Anon303 4 months, 2 weeks ago

Cascade All is required to meet requirements for assign but deletion behavior should be remove link, therefore custom.

upvoted 1 times

Sumit_msp 6 months, 1 week ago

Referential, Restrict Delete: In a referential, restrict delete relationship between two entities, you can navigate to any related records. Actions taken on the parent record will not be applied to the child record, but the parent record cannot be deleted while the child record exists. So, Answer is B.

upvoted 2 times

Icky 7 months, 1 week ago

No we are not looking for parental relationship. Its referential. Read the question again. Related records need to be updated, not child records. This tells me that the parts can be used in many assemblies, which means, the answer provided is correct. Answer is A

upvoted 1 times

Dynamic_MD 8 months, 3 weeks ago

Selected Answer: B

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-and-edit-1n-relationships?view=op-9-1

upvoted 4 times

Dynamic_MD 8 months, 3 weeks ago

Configurable Cascading is required to achieve requirement

upvoted 1 times

Question #25 *Topic 2*

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.

Correct Answer: *AB*
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/

Community vote distribution
AB (100%)

Icky 7 months, 1 week ago
Selected Answer: AB
The answers provided are correct.
upvoted 4 times

VJ345 9 months, 2 weeks ago
Selected Answer: AB
Correct
upvoted 1 times

VJ345 9 months, 2 weeks ago
Correct
upvoted 1 times

Danielsorocaba 9 months, 2 weeks ago
Correct
upvoted 1 times

Question #26 *Topic 2*

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

Correct Answer: *A*
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.
Incorrect Answers:
D: The On-premises data gateway provides secure data transfer between on-premises data sources and your Azure Analysis Services servers in the cloud.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

Community vote distribution
A (89%) 11%

Icky 7 months, 1 week ago
Selected Answer: A
correct
upvoted 3 times

MikeMarlo 9 months, 1 week ago
Selected Answer: A
Virtual Table. Read-only rights, external DB
upvoted 2 times

VJ345 9 months, 2 weeks ago
Selected Answer: A
Given answer is correct
upvoted 3 times

shaokaofanqie 9 months, 2 weeks ago
Selected Answer: E
Would vote for E since Custom dataflow is the only one which can filter out sensitive patient data.
upvoted 1 times

Icky 7 months, 1 week ago
Incorrect. With a virtual table you define the columns of data you need. It also has security. The given answer is correct. A
upvoted 4 times

Question #27 *Topic 2*

HOTSPOT -

A company plans to deploy multiple Microsoft Dataverse environments. You are supporting the go-live process.

The company reports the following access issues:

- Users can access account records but cannot read a column in the table.
- A licensed user receives an insufficient permission error when opening leads.
- A licensed user does not appear in the list of users available for security assignment.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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

shaokaofanqie Highly Voted 9 months, 2 weeks ago
I believe it should be 3, 1, 2 instead.
upvoted 38 times

AlRe 5 months ago
I agree. 3, 1, 2
upvoted 1 times

VJ345 9 months, 2 weeks ago
I too agree with you 3, 1, 2
upvoted 4 times

jacek_s Highly Voted 6 months, 1 week ago
3, 1, 2
upvoted 5 times

Naveed_A Most Recent 2 months, 3 weeks ago
It should be 3, 1, 2
upvoted 1 times

Icky 7 months, 1 week ago
I agree with the others, should be Field Security Profile, Security Role, Security Group
upvoted 4 times

niru13 8 months, 3 weeks ago
It should be 3,1,2
upvoted 3 times

Dynamic_MD 8 months, 3 weeks ago
I would select 3, 1, 2
upvoted 3 times

d365ppp 9 months ago
Yes. 312 are the right answers
upvoted 3 times

Question #28 *Topic 2*

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

A. Manage the business logic with a Power Apps Component Framework (PCF) control.

B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.

C. Remove the Business Rules and use only JavaScript.

D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

Correct Answer: *A*
PCF controls are reusable.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview

Community vote distribution
D (47%) A (33%) B (20%)

janehu Highly Voted 8 months, 2 weeks ago
I passed the test today and I'm pretty sure the answer to this question is a B. Thank you very much to the friends in the exam topic and the comment area for providing correct answers. I also want to help everyone, hope my answer is useful to you.
upvoted 9 times

MElokabi Most Recent 1 day, 18 hours ago
Selected Answer: D
My choice is D
upvoted 1 times

twosheds 1 week, 6 days ago
Selected Answer: D
D is the only one that make sense. PCF is not technology to handle form business logic, it's a framework to build custom UI / UX inside power platform definitely not to write any business rules on the form and the question is pretty clear for me - we are talking about business rules, so e.g.
1) if record type is "VIP" show field X <- can be handled by BR
2) if related Customer if of type "VIP" make X field required <- can't be handled by BR, so JS has to be used to get related customer data. So 60% of people in comments are saying that you should go with PCF to implement 2) rule. Does not make any sense, would like to see a project where somebody does it like that, it would be the worst project on earth...
upvoted 1 times

Brooklyn_Itself 3 weeks, 1 day ago
Selected Answer: B
A does not simplify the problem it complicates it. D continues using JavaScript which is antithetical to Power Platform go forward strategy. I say B is best answer while A and D are partially correct.
upvoted 1 times

SHEEL_007 1 month, 3 weeks ago
I PASSED THE EXAM AND THE REAL CORRECT ANSER IS "B"
upvoted 1 times

Odidepse 2 months, 2 weeks ago
D is a definite problem from experience, you have to go with one and not combine both. B is the answer
upvoted 3 times

rogrod 3 months, 3 weeks ago
PCF will be "reusable" and "maintainable" if you only apply logic to the field where it is being used. Any other customization outside of that field will make it non-reusable and unmaintainable.
So, for me, the question is: Does all the logic of the form apply in isolation to each of the fields where you want to use a PCF? If yes, answers A and B could be correct. Otherwise, the least bad answer would be D
upvoted 1 times

petertwilliams 3 months, 3 weeks ago
Selected Answer: A
PCFs certainly has the capabilities of business rules (e.g. show message) and javascript customization (e.g. formatting) to implement business logic. E.g. if business logic needed to be applied to every field that captured phone numbers, it would be a "simplified form setup" to choose the PCF

control for every phone field. It would be easier to "maintain" also; if the business logic changes, the PCF solution is updated and all fields using this PCF are updated.
Obviously, this would need to be well thought out, but potentially is a much better approach then ensuring every form has the same business rule applied and javascript webresource applied.
upvoted 1 times

kangtamo 5 months ago
Selected Answer: B
I vote B.
upvoted 2 times

ClairFraser 5 months, 2 weeks ago
Selected Answer: D
Business Rules are best from maintainability perspective
upvoted 2 times

BrettusMaximus 6 months, 1 week ago
B: Answer
You want to keep business rules that already exist (field, table). You replace the javascript with PCF (which can include javascript resources). The PCF component can then be reused in other forms.
upvoted 2 times

mscert_iy 7 months ago
Selected Answer: D
D. Streamline BRs because they are the most maintainable by everyone. Javascript for the remaining and both BRs and JS can be reused in multiple forms. The least maintainable is PCF, as that requires a specific type of developer (modern front-end with React experience likely) to make any changes to it. Broader range of people know normal JS in web resources.
upvoted 3 times

Icky 7 months, 1 week ago
Selected Answer: A
In the real world, all could work. I would look at B, but its possible we would do C, but one has to think what Microsoft would want you to do when answering this question. I think A is correct for that reason and also the simplified FORM setup (not the logic but the form - key detail).
upvoted 4 times

[Removed] 8 months, 1 week ago
Looks like exam wants to be B, but I have doubts. PCF will be too complex, but shared JS library can be reused easily
upvoted 1 times

JAVI1771 8 months, 3 weeks ago
Should be D, PCF are reusable components, they could trigger a rule but essentially they have nothing to do woth Business Logic.
upvoted 2 times

[Removed] 8 months ago
now I think that D is correct, because PCF is definitely not a 'simplification'
upvoted 3 times

Icky 7 months, 1 week ago
The comment about simplification is in relation to the form, not the logic. How do you simplify it for a user? A PCF control..
upvoted 2 times

Question #29 *Topic 2*

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.
NOTE: 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 yes.

B. Enable field-level security for the member table.

C. Create a field-level security profile.

D. Enable field-level security for the social security number column.

Correct Answer: *CD*
Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.
1. Enable field security on one or more fields for a given entity.
2. 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

Community vote distribution
CD (85%) Other

Icky Highly Voted 7 months, 1 week ago
Selected Answer: CD
Its not A, you set the permissions in the security profile, not on the column. Its a bit misleading. Given answer is correct.
upvoted 9 times

Odidepse Most Recent 2 months, 2 weeks ago
Presented answers are correct and makes part of the solution as asked. You need to have a new FSP to hold the new rules for restricting visibility to the column so C and D is to assign which column you will enforce the restriction. You being an architect from the business scenario, I would ask the IT team who doesn't understand fsp to google it and 90% of the time they may have done it. Then use mi rosoft learn to understand the security framework of MDA and see how powerful it is. Good luck to everyone!
upvoted 1 times

ClairFraser 5 months, 2 weeks ago
Selected Answer: AD
A and D respond directly to the two requirements specified. Of course, there are more stages - creating a profile and assigning it to the VP.
upvoted 1 times

baughfell 7 months, 1 week ago
Can't be A as everyone would still be able to view
Member table not relevent so not B
Answer is CD. C - Set field-level (column-level) security to restrict access. D - Create a security role to provide that access
upvoted 1 times

MrMiniMite 7 months, 2 weeks ago
Selected Answer: AC
CA makes more sense to me. We need to configure the security profile after creating it.
upvoted 1 times

[Removed] 8 months ago
we should create SC, enable SC for the column and assign permisions. vague question
upvoted 1 times

bingomutant 8 months, 1 week ago
I would go for AC
C - definitely you have to create a field security profile
A - the question refers to the VP - you set his levels to access and update

upvoted 3 times

ettie54f_p929n 9 months, 1 week ago

Selected Answer: CD

Correct

upvoted 2 times

Danielsorocaba 9 months, 2 weeks ago

I'd go for A, D

upvoted 4 times

Danielsorocaba 9 months, 2 weeks ago

Actually, I think the given answer is correct

upvoted 2 times

JAVI1771 8 months, 3 weeks ago

I would go for A,D as well. The qeustion specifically asks for enabling read and update actions. In order to update those permissions a security profile must be created already. Only C and D would be a bit vague.

upvoted 2 times

Question #30 *Topic 2*

HOTSPOT -

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs.

The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs.

The solution must meet the following requirements:

➾ Dispatch technicians to troubleshoot and repair customer issues.

➾ Call center must log customer issues.

➾ Third-party technicians must be able to access assigned repair service jobs.

You need to recommend an authentication strategy.

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

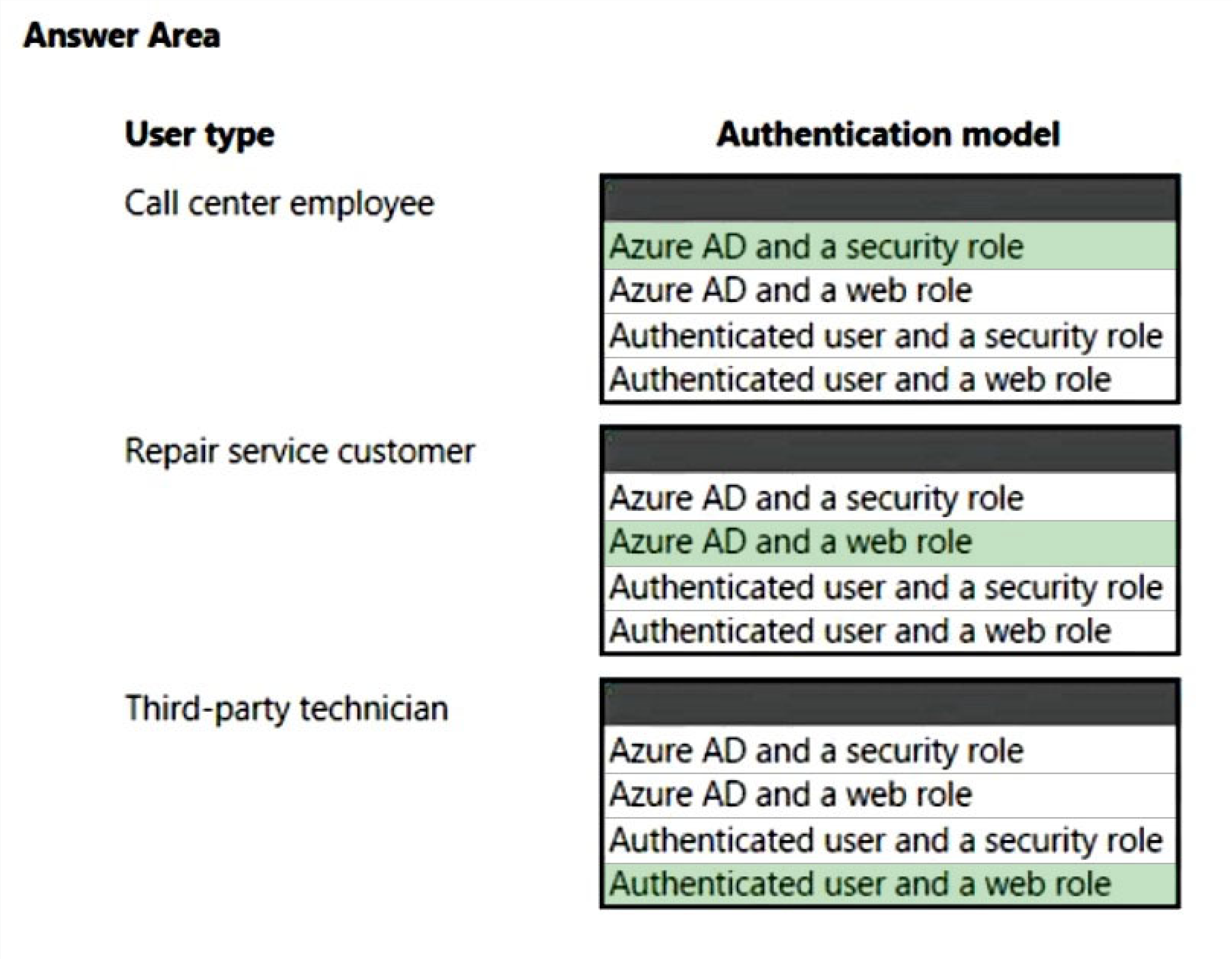
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

User type	Authentication model
Call center employee	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Repair service customer	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Third-party technician	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role

Correct Answer:



Box 1: Azure AD and a security role.

Call center must log customer issues.

Box 2: Azure AD and a web role.

Dispatch technicians to troubleshoot and repair customer issues.

Box 3: Authenticated user and a web role

Third-party technicians must be able to access assigned repair service jobs.

Before you grant authenticated users access to table permissions or restricted pages, they must first be assigned to a web role.

Authenticated users -

Enabling the Authenticated Users Role makes it the default web role for all users. This role is commonly used to provide a predetermined access for users that aren't associated to any other roles. Keep in mind that users can have multiple web roles, but there can only be one Authenticated Users web role for authenticated users.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/database-security https://docs.microsoft.com/en-us/power-pages/security/create-web-roles

avow Highly Voted 4 months, 4 weeks ago

The Repair Service Customer is not going to have an Azure AD identity. This should be 'Authenticated User with a Web Role'.

upvoted 5 times

cleon37 4 months, 3 weeks ago

They can have their own tenant's AD account, and authenticate by Azure B2B. Offering collaboration between partners

upvoted 1 times

Odidepse Most Recent 2 months, 2 weeks ago

I would go for the unlikely presented answer as correct based on the assumption they mentioned NATIONAL for the repair service which includes repair service customer who dispatched technicians.Authentication chances are is through AD as they use power platform solution.

upvoted 1 times

SW85 4 months, 2 weeks ago

I think Repair service customer can only be 'Azure AD and a web role' if we're assuming they've signed in the portal as a guest (B2B) but the question isn't clear on that - which is a problem for us interpreting it.
If the customer was to use B2C for example, the answer would need to be 'Authenticated user and a web role'.
For the record, I believe it is 1, 4 and 4 based on my interpretation of the Repair service customer.

upvoted 2 times

ClairFraser 4 months, 3 weeks ago

Seems correct. The customer could connect with Azure AD BTC - with their own social media, while the technician is assigned specific records so we need to invite them to sign up.

upvoted 2 times

AlRe 4 months, 4 weeks ago

My answer 1, 4, 4
the 2nd option aks for "Repair service customer" and not for a dispatcher.

upvoted 4 times

Question #31 *Topic 2*

DRAG DROP -

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.

Select and Place:

Cascading strategies

- Cascade All
- Cascade Active
- Cascade User Owned
- Cascade None

Answer Area

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

Correct Answer:

Cascading strategies

- Cascade All
- Cascade Active
- Cascade User Owned
- Cascade None

Answer Area

Requirement	Cascading strategy
When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	Cascade All
When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	Cascade User Owned

Box 1: Cascade All -

Cascade All - Perform the action on all referencing table records associated with the referenced table record.

Box 2: Cascade User Owned -

Cascade User Owned - Perform the action on all referencing table records owned by the same user as the referenced table record.

Reference:

https://docs.microsoft.com/en-us/power-apps/developer/data-platform/configure-entity-relationship-cascading-behavior

ClairFraser Highly Voted 5 months ago

I don't see why 2 shouldn't also be Cascade All - unless it is phrased as "all phone activities owned by the first salesperson..."

upvoted 7 times

bigfeltro 5 months ago

Because for activity entities is not possible to configure "Cascade all" relationship. But only custom behaviour.

upvoted 1 times

ClairFraser 4 months, 3 weeks ago

Looking at the regardingobjectid relationship I can define Custom and Cascade All instead of Parental (which also cascades all).

upvoted 1 times

RalphE Most Recent 2 months, 2 weeks ago

Not sure if first should be "Cascade Active". Its about assigning the Opportunity. Its not clearly written, but i would expect our Sales they dont want to have succesfully closed Opportunities to be assigned to another user

upvoted 1 times

davzi 4 months, 2 weeks ago

As ClairFraser said, 2 should be cascade all unless the question was phrased differently

upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago

I think it's because there is no direct relationship between contact and activity table

upvoted 1 times

Question #32 *Topic 2*

You are a Microsoft Power Platform architect designing a solution.
You must use a custom connector to integrate Power Automate with a data source.
You need to authenticate the connector with the data source.
Which three authentication methods can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Basic authentication

B. Generic OAuth 2.0

C. OpenID Connect (OIDC)

D. API Key

E. Pass-through

Correct Answer: *ABD*
Authentication types -
The different types of authentication that are currently supported are:

No authentication -

Basic authentication -

Api Key based authentication -

Oauth 2.0 -
Reference:
https://docs.microsoft.com/en-us/connectors/custom-connectors/connection-parameters

Community vote distribution
ABD (71%) BCD (29%)

BabuMaddineni 3 months, 3 weeks ago
ABD is correct.
upvoted 2 times

SaschaB 4 months, 1 week ago
Selected Answer: ABD
https://learn.microsoft.com/en-us/connectors/custom-connectors/
upvoted 2 times

AlRe 4 months, 2 weeks ago
Selected Answer: ABD
correct
upvoted 3 times

Kepty 4 months, 3 weeks ago
Selected Answer: BCD
Why not OpenID Connect (OIDC) instead of Basic Auth?
upvoted 2 times

MElokabi 1 day, 18 hours ago
https://learn.microsoft.com/en-us/connectors/custom-connectors/
upvoted 1 times

cleon37 4 months, 3 weeks ago
Correct
upvoted 1 times

Question #33 *Topic 2*

HOTSPOT -

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 superuser 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.

Hot Area:

Answer Area

Issue	Resolution
The superuser team cannot set the environment variables.	Assign the System Customizer role. Assign the Basic User role. Assign the Service Reader role. Assign the Office Collaborator role.
Users cannot access the model-driven app.	Assign the Basic User role. Assign the Service Reader role. Assign the Office Collaborator role. Add the Azure AD Security Group.
Users cannot access the canvas app.	Assign the System Customizer role. Assign the Service Reader role. Add users to the superuser team. Add users to an Azure AD Security Group.

Correct Answer:

Answer Area

Issue	Resolution
The superuser team cannot set the environment variables.	Assign the System Customizer role. Assign the Basic User role. Assign the Service Reader role. Assign the Office Collaborator role.
Users cannot access the model-driven app.	Assign the Basic User role. Assign the Service Reader role. Assign the Office Collaborator role. Add the Azure AD Security Group.
Users cannot access the canvas app.	Assign the System Customizer role. Assign the Service Reader role. Add users to the superuser team. Add users to an Azure AD Security Group.

Box 1: System Customizer -

System Customizer - Has full permission to customize the environment. However, users with this role can only view records for environment entities that they create.

Box 2: Assign the Basic User role.

Can run an app within the environment and perform common tasks for the records that they own.

Note: A user's ability to see and use apps is controlled by sharing the application with the user. Sharing of canvas apps is done directly with a user or Azure AD group but is still subject to Dataverse security roles. Sharing of model-driven apps is done via Dataverse security roles.

Box 3: Add users to an Azure AD Security Group.

Sharing of canvas apps is done directly with a user or Azure AD group but is still subject to Dataverse security roles.

Incorrect:

* Office Collaborator role

Has Read permission to tables where a record from these tables was shared with the organization. Does not have access to any other core and custom table records. This role is assigned to the Office Collaborators owner team and not to an individual user.

Reference:

https://docs.microsoft.com/en-us/power-apps/maker/data-platform/environmentvariables https://docs.microsoft.com/en-us/power-platform/admin/wp-security https://docs.microsoft.com/en-us/power-platform/admin/database-security

petertwilliams 3 months, 3 weeks ago

Answers are correct.
For the 3rd box, the users are added to the "environment" security group (which is necessary). They then should/could be added to another security group that is share with the app.

upvoted 2 times

ArezouDynamics 4 months, 1 week ago

The given answers are correct!

upvoted 1 times

mister_exam 4 months, 4 weeks ago

The third one should be C; add the users to the superuser security role.

upvoted 1 times

AIRe 4 months, 4 weeks ago

You should not assign this privileged role to a "regular" user.
To access a canvas app it needs to be shared with you. Either with a direct share or (better) by adding you to an AD security group and sharing the app with that group.

upvoted 3 times

TheBinMan 4 months, 3 weeks ago

I agree with AIRe, a canvas app is shared to a Azure user or AD security group. I disagree with mister_exam, the term superuser secuirty role is to vague. I mean what even is a superuser secuirty role.

upvoted 1 times

avow 4 months, 4 weeks ago

For the third one, the answer is a security role. Because system customizer does not have read permissions the answer must be Service Reader.
https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/share-app

upvoted 3 times

avow 4 months, 4 weeks ago

The third one cannot be correct because these users are already part of the Azure AD group.

upvoted 1 times

rogrod 3 months, 4 weeks ago

I agree. Third one must be: Service reader role.
https://learn.microsoft.com/en-us/power-platform-release-plan/2020wave2/data-platform/new-service-reader-service-writer-security-roles#feature-details

upvoted 1 times

Question #34 *Topic 2*

DRAG DROP -

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

Contoso Pharmaceuticals.

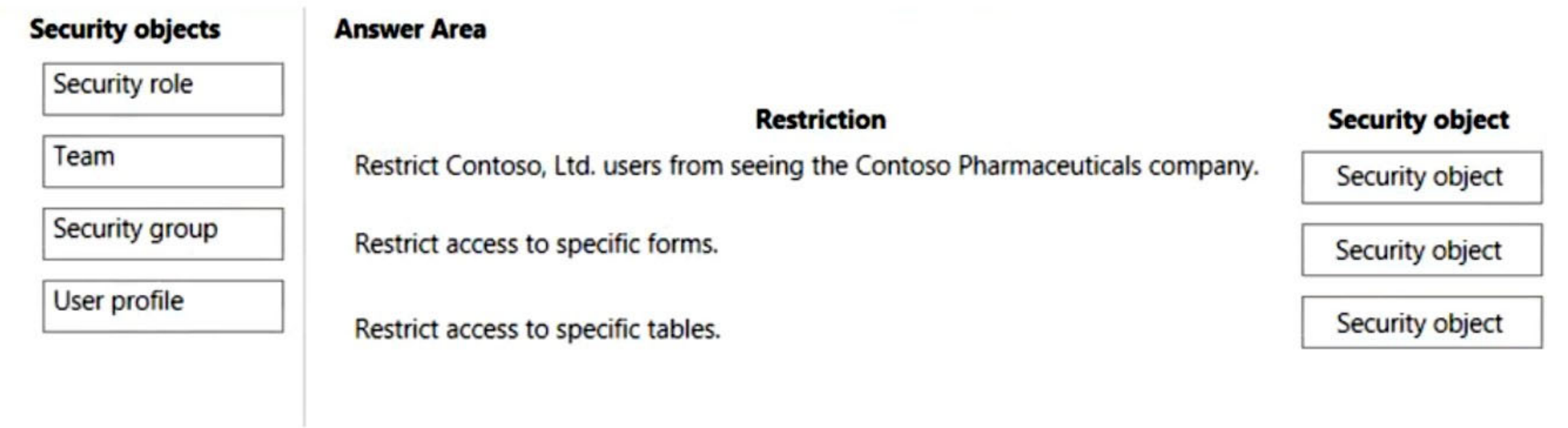
The solution must meet the following security requirements:

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

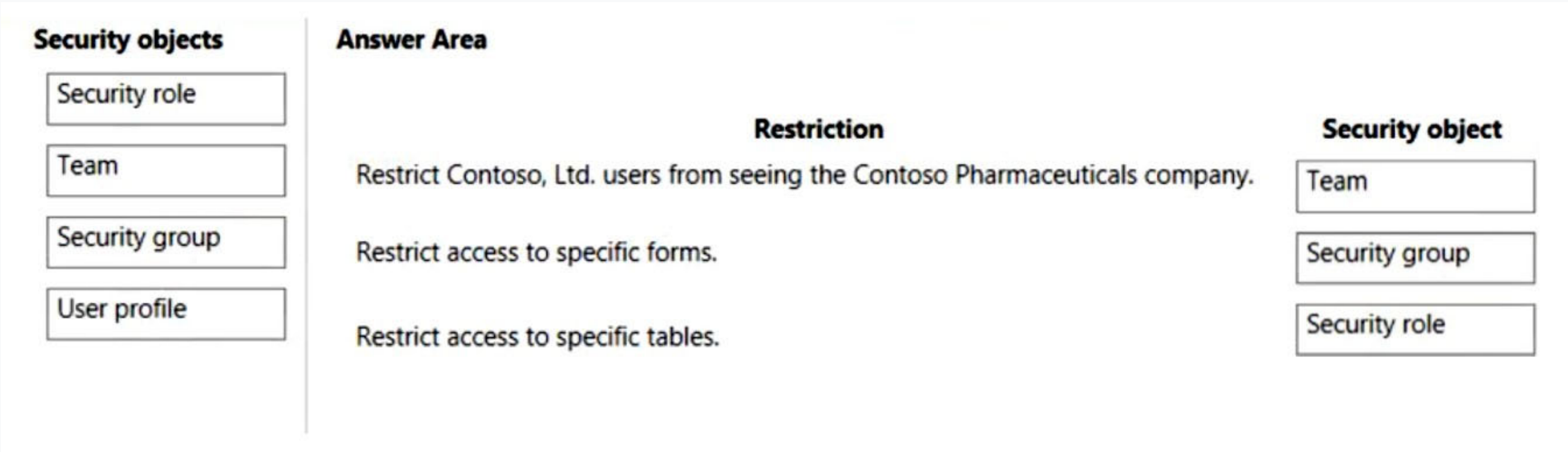
What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Team -

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

One tenant with two teams.

Box 2: Security group -

Restrict access to specific forms.

For model-driven apps, form-level security allows you to allow only specific security groups to access specific forms. This is useful if you want to restrict how people enter or view data by their job role.

Box 3: Security role -

Restrict access to specific tables.

By default, permissions are applied to components containing data. Making it visible to anyone, or only to specific roles, is done by managing table permissions.

Reference:

https://docs.microsoft.com/en-us/power-apps/maker/portals/add-form https://docs.microsoft.com/en-us/power-apps/guidance/planning/security

avow Highly Voted 4 months, 4 weeks ago

1 - Security Groups

2+3 - Security Roles

This is the best answer available. If the option was to use Business Units then you could set users to a business unit and divide the data inside the same environment but that is not offered here.
upvoted 14 times

Naveed_A 2 months, 3 weeks ago
I totally agree with your reasoning.
upvoted 1 times

ClairFraser Highly Voted 5 months ago
Assuming the companies use separate instances and just share functionality,
1 - Security Groups
2+3 - Security Roles
https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/control-access-forms#set-security-roles-for-a-form
upvoted 6 times

TheBinMan 4 months, 3 weeks ago
Sepeate instances is an assumption. From what i read, they are using the same tables in the same dataverse, but again is that an assumption.
upvoted 1 times

NataliWinOn365 Most Recent 3 months, 2 weeks ago
I am also assuming a lot, but I interpret 1 as there is a tenant, and two environments.
So my answers would be:
1. Security Group
2. + 3 Security Role
upvoted 2 times

petertwilliams 3 months, 3 weeks ago
Warning: this link - https://docs.microsoft.com/en-us/power-apps/guidance/planning/security - does state that security GROUPS can be used to restrict access to specific forms - which is false. If you click on the link on the page to - https://learn.microsoft.com/en-us/power-apps/maker/model-driven-apps/control-access-forms - you will see that ROLES control access to forms.
upvoted 1 times

Giova 4 months, 1 week ago
https://www.itexams.com/exam/MB-600....question 3
upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago
I think as below:
1) This can be setup based on the business unit; so, I'll go with User Profile
2) Security Role
3) Team and Security Role can be correct. But since Team under the hood is using Security Role to access tables, I'll select Security Role.
upvoted 2 times

RalphE 2 months, 2 weeks ago
Not sure, its about users should not see the other environment. So i would go for Security group.
upvoted 1 times

AlRe 4 months, 2 weeks ago
I think it is correct.
However, the questions and requirements are not very precise. The is too much room for interpretation.
upvoted 1 times

Topic 3 - Question Set 3

Question #1 *Topic 3*

A company has a Microsoft Power Platform solution that integrates with a third-party system.
The client reports that unexpected updates are being made to the Accounts table.
You need to determine the root cause of the issue.
In which three locations should you investigate? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Audit summary view

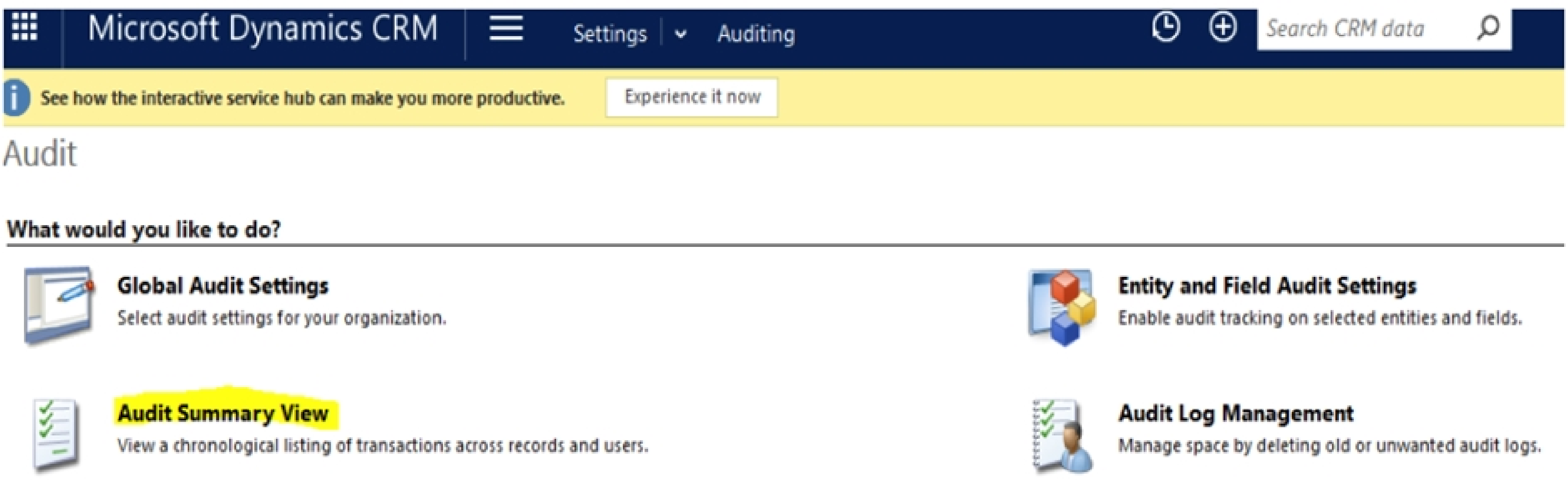
B. Solution history

C. SDK Message Processing Steps

D. Plug-in trace log

E. System job run history

Correct Answer: *ABD*
A: How to View Auditing Log Details?
System administrators can see activities for the entities that are enabled for audit logging. To view the audit logs:
1. Go to Settings > System >Auditing.
2. Choose Audit Summary View.
3. Under Audit Summary View, you will see the list of audit entries



B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.
D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in Enable trace logging.
This data can be found in model-driven applications by navigating to Settings and choosing the Plug-in Trace Log tile.
Reference:
https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/ https://docs.microsoft.com/en-us/powerapps/developer/data-platform/logging-tracing

Community vote distribution
ADE (90%) 10%

N8n0z Highly Voted 1 year, 8 months ago
ADE System job run history will give us information on async jobs executions that run against the records. Could tell us about weird executions and updates like the trace log or the audit history of the record
upvoted 36 times

BrettusMaximus 6 months, 1 week ago
Built in system jobs for tuning such as Database index management. Rollup field calculations run as jobs, bulk deletion jobs, duplicate detection jobs. Asynchronous Dataverse workflows and asynchronous plugins also run as jobs
upvoted 1 times

Fawad Highly Voted 1 year, 7 months ago

B is incorrect solution history has nothing to do with data.
ADE is correct answer.
upvoted 12 times

Flatternschuchtern Most Recent 6 days, 11 hours ago
It's funny how C is not a correct answer but it's the only place I'd actually go check
upvoted 1 times

Naveed_A 2 months, 3 weeks ago
ADE are the only options that make sense.
upvoted 1 times

SaschaB 4 months, 1 week ago
Selected Answer: ADE
Solution history won't help for record changes.
upvoted 1 times

AlRe 4 months, 4 weeks ago
Selected Answer: ACD
B does not make any sense.
I'd go rather for C that for E. SDK Message Processing Steps are captured in Dataverse.
upvoted 1 times

AlRe 4 months, 2 weeks ago
I agree. This is my favorite, too.
upvoted 1 times

al454 5 months ago
Selected Answer: ADE
ADE is correct
upvoted 1 times

Vin22CRM 5 months, 3 weeks ago
Yes Correct
upvoted 1 times

Icky 7 months, 1 week ago
Selected Answer: ADE
A, D, E
upvoted 2 times

ddu 7 months, 1 week ago
ADE could be the answer but I would go with ACE since the plugin trace log could not be activated. In that case having a look to the SDK messaging steps could help
upvoted 1 times

originalwitness 8 months, 3 weeks ago
Selected Answer: ADE
ADE is my answer
upvoted 1 times

d365ppp 9 months ago
It could be coz of the batch job done on Accounts table. Solution history gives error code related to the deployment of the solution but nothing specific to any table. The question is not clear.
upvoted 1 times

giogo 11 months, 3 weeks ago
Selected Answer: ADE
I don't see how solution history helps
upvoted 4 times

k0003k 1 year, 5 months ago
B is correct. I think it's useful for isolating whether the wrong solution is installed and whether a third party solution is installed in the first place.B is correct. I think it's useful for isolating whether the wrong solution is installed and whether a third party solution is installed in the first place.
System job run history is for "Batch".
upvoted 3 times

Question #2 *Topic 3*

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.

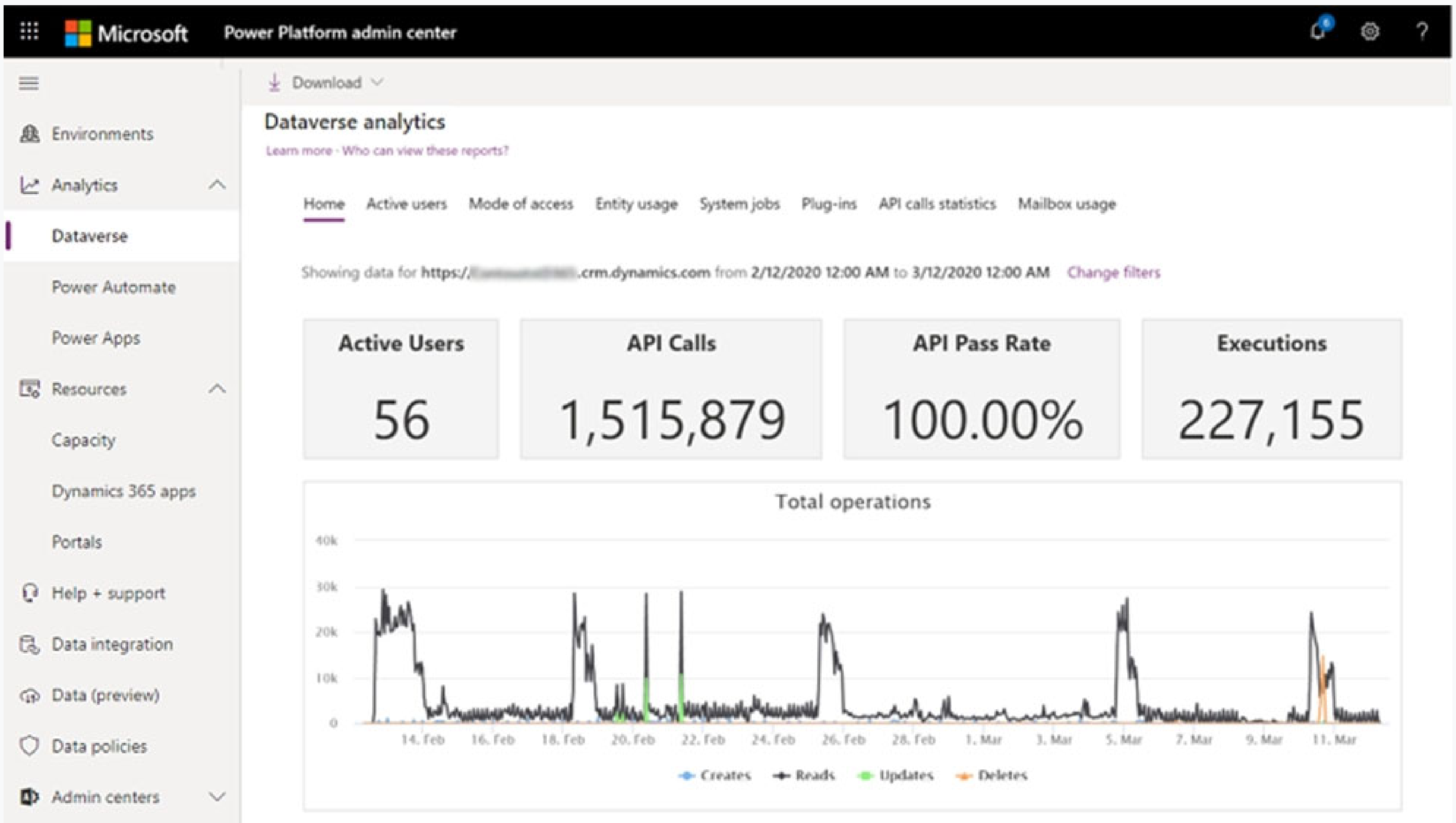
B. Use the out-of-the-box User Summary report from the Reports section of the solution's model-driven app.

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.

Correct Answer: *AC*
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

Community vote distribution

AC (100%)

giogo Highly Voted 11 months, 3 weeks ago

Selected Answer: AC

correct

upvoted 6 times

rajrutu Most Recent 8 months, 1 week ago

Selected Answer: AC

correct

upvoted 2 times

originalwitness 8 months, 3 weeks ago

Selected Answer: AC

Correct

upvoted 1 times

remo 1 year ago

Correct

upvoted 4 times

Question #3 *Topic 3*

HOTSPOT -

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/optimize-form-performance

Jpb99 Highly Voted 1 year, 5 months ago

Answer given is correct, if you reduce the access to the solution read transaction (e.g. Global > Business), then the system has to do more work (when querying the Principle Object Access) to figure out what the user is entitled to see.

upvoted 14 times

giogo Most Recent 11 months, 3 weeks ago

correct

upvoted 2 times

fhqhfhqh 1 year, 4 months ago

This question was on the exam.

upvoted 3 times

NoNameBrand 1 year, 6 months ago

"Synchronous transactions with a large number of records can cause performance issues for environments when long running transactions fail due to server timeouts. The records are locked preventing other jobs and user transactions that operate on the same records from executing. Also, long

running transactions might result in a backlog of pending transactions and requests that decrease system performance and might cause work stoppage."
https://docs.microsoft.com/en-us/power-platform/admin/async-cascading
upvoted 1 times

cakriwut 1 year, 8 months ago
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/common-performance-issue-resolutions
upvoted 2 times

N8n0z 1 year, 8 months ago
For the second one, I think that some stuff changed to business unit would reduce results size on things like views. But permissions cant be changed from org to BU for everything and anything without causing further issues. So maybe reviewing the cascade settings as more data on performance testing may cause more operations from cascading than in testing.
upvoted 1 times

ZVV 1 year, 8 months ago
Moreover, it's not clear what the difference between options 1&3 in the second question is.
upvoted 1 times

Question #4 *Topic 3*

You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM).
Each version and solution component must be tracked as it is tested.
You need to recommend a strategy to deploy solutions for the user acceptance testing environment.
What should you recommend?

A. Use Package Deployer and deploy a managed solution.

B. Use Package Deployer and deploy an unmanaged solution.

C. Use Solution Packager and deploy a managed solution.

D. Use Solution Packager and deploy an unmanaged solution.

Correct Answer: *D*
Solution Packager is a tool that can unpack a compressed solution file into multiple XML files and other files, so they can be easily managed by a source control system.
Unmanaged solution: An open solution with no restrictions on what can be added, removed, or modified. This is recommended during development of a solution.
Incorrect Answers:
A, B: Package Deployer lets administrators or developers deploy comprehensive packages of relevant assets to Dataverse instances.

C: Managed solution -
A completed solution ready to be imported into an organization. Once imported, components can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.
Reference:
https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool

Community vote distribution
C (51%) A (46%)

N8n0z Highly Voted 1 year, 8 months ago
If source controlling it and the app is inside a solution, solution packager is this answer for source control. Package deployer can be used to deploy the solution. But on a testing environment would use a managed solution as Microsoft's recommendation is to use unmanaged solutions only for Dev environments.

Well, if all solution components must be versioned and tracked, probably solution packager would be the right option here. But this question is not clear. Will go with C
upvoted 21 times

AlRe 4 months, 4 weeks ago
I agree.
upvoted 1 times

datchattdude Highly Voted 1 year, 7 months ago
Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, user acceptance testing (UAT), system integration testing (SIT), and production environments.

https://docs.microsoft.com/en-us/power-platform/alm/basics-alm
upvoted 9 times

k0003k 1 year, 5 months ago
Yes. This is "for the user acceptance testing environment."
upvoted 2 times

twosheds Most Recent 1 week, 5 days ago
Selected Answer: C
100% C, I don't understand why the community votes are so divided. We all agree than unmanaged is not the way to go, so B and D are out. Now the question clearly states that we need to track all solution components, so we need to decompose solution and compose solution from source control and that is done by using Solution Packager. Package Deployer can be used to deploy package, but does not give you anything for version control or trackability, so this answer makes completely no sense. You need to use solution packager and then you need to deploy managed solution, you can do the deployment manually if you want, the question does not say anything about "automation" of deployment. So Solution Packager is a MUST and Package Deployer is OPTIONAL, therefore C
upvoted 1 times

CRMBug 2 months, 1 week ago

Selected Answer: C

C is correct

upvoted 1 times

NataliWinOn365 3 months, 2 weeks ago

Selected Answer: C

I will go with C. It should be a Managed Solution, because we are talking about Test-environment + in order to track the elements, a decompression of the packages should happen (Solution Packager)

upvoted 2 times

KA90 3 months, 3 weeks ago

Selected Answer: C

C is better suited

upvoted 1 times

petertwilliams 3 months, 3 weeks ago

Selected Answer: C

A managed solution is the recommended type to be imported into a UAT environment.
The solution packager tool is the needed tool for source control.
The first part of the following Microsoft article contains a well written explanation I think - https://learn.microsoft.com/en-us/power-platform/alm/use-source-control-solution-files

upvoted 1 times

AlRe 4 months, 2 weeks ago

Selected Answer: D

I agree

upvoted 1 times

ClairFraser 5 months, 1 week ago

Selected Answer: C

for tracking the version, the best option is the one with the Solution Packager.

upvoted 2 times

BrettusMaximus 6 months, 1 week ago

A: preferred answer
C is a little better than D where traditional undisciplined cowboy developers push code a little at a time into production and then do direct changes in production.
C still has the issue of a single solution at a time. Best practice is to brake down solutions into horizontal and vertical partitions. If multiple solutions or not coordinated things can get messy.
C&D can however can be orchestrated by using modern DevOps processes.
One problem with old school deployments like this is deploying reference data or Power App Portals that need data migration. Also some deployments require custom code to run to modify things (data) before and after deployments.
A: solves all these problems.
A modern devops process will use Solution packager to extract source code, build/compile plugins and workflows and create the solutions zip files.
It will extract reference data and Portals (Power Pages) again from source control. Inject custom code to do transformation. all into one neat Deployment Artifact. This one (tested) package is what is deployed.

upvoted 4 times

Icky 6 months, 3 weeks ago

Selected Answer: A

B and D are automatically out. You don't deploy an unmanaged solution to any environment. Your development environment contains the unmanaged solution. Package deployer tool has the necessary versioning and used to create the solution. Solution Packager decomposes a solution file so it can be managed by a source control system. Answer is A

upvoted 4 times

vignesh989 6 months, 3 weeks ago

Selected Answer: A

The answer is A - "Use Package Deployer and deploy a managed solution."
in most large-scale projects, there are multiple solutions, pre-deployment scripts, post-deployment scripts and Flat Files to move.

A. Package Deployer lets administrators deploy packages on Microsoft Dataverse instances.
https://docs.microsoft.com/en-us/power-platform/alm/package-deployer-tool

C. SolutionPackager is a tool that can reversibly decompose a Dynamics 365 Customer Engagement compressed solution file into multiple XML files and other files so that a source control system can easily manage these files.

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/compress-extract-solution-file-solutionpackager?view=op-9-1

upvoted 3 times

JonB27 7 months ago

Selected Answer: A

Package Deployer is for deploying solutions, Solution packager is for unpacking solutions. So A.

upvoted 3 times

MrMiniMite 7 months, 1 week ago

Selected Answer: C

C for me

upvoted 2 times

originalwitness 8 months, 3 weeks ago

Selected Answer: A

Going with A

https://docs.microsoft.com/en-us/power-platform/alm/package-deployer-tool

upvoted 1 times

d365ppp 9 months ago

People are confused with the literal meaning of deployer and packager and answering C.
Deployer exports and packager unpacks. We need a deployer to export the managed solution where the user can not make any changes to the solution but only test. So, A is the right answer.

upvoted 5 times

PPDude 11 months ago

Selected Answer: C

Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, UAT, SIT, and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact

upvoted 2 times

Question #5 *Topic 3*

HOTSPOT -

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

Users report the following issues:

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

You need to resolve the mobile app performance issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

ArezouDynamics Highly Voted 1 year, 2 months ago

Correct Answer!

https://knowledgefrommanish.com/powerapps/power-apps-mobile-app-mobile-offline-capability-for-model-driven-apps/

upvoted 10 times

SIHB 8 months, 2 weeks ago

Correct

upvoted 1 times

fre43 Highly Voted 11 months, 2 weeks ago

I think 3,1,1,2

upvoted 7 times

dudenKo 5 months, 3 weeks ago

I was thinking the same way

upvoted 1 times

Icky Most Recent 6 months, 3 weeks ago

Correct

upvoted 1 times

niru13 8 months, 3 weeks ago

docs.microsoft.com/en-us/dynamics365/mobile-app/mobile-offline-capabilities
Limitation: Any views that have linked tables (related table) that are not available offline are also not supported.
Correct Answer.

upvoted 1 times

niru13 8 months, 3 weeks ago

Some Account views are unavailable when the app is offline : Remove reference to tables not included in mobile offline/Synchronize the mobile app?

upvoted 4 times

Muzera 2 months, 4 weeks ago

its strange, for me is 3, 1, 1, 2

upvoted 1 times

shibax 10 months, 3 weeks ago

correct!!

upvoted 1 times

giogo 11 months, 3 weeks ago

correct

upvoted 1 times

Question #6 *Topic 3*

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.

Correct Answer: *DE*
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

Community vote distribution
DE (65%) AD (32%)

petertwilliams Highly Voted 3 months, 3 weeks ago
Selected Answer: DE
I'm actually surprised there is such a divided opinion on this question.
The social media platforms that are unauthorized need to be put in the Blocked category.
upvoted 5 times

d365ppp Highly Voted 9 months ago
Selected Answer: DE
DE are the right answers. We all know D and E primarily because the user wants to "unauthorize" so, blocking is the best option.
upvoted 5 times

NataliWinOn365 Most Recent 3 months, 2 weeks ago
Selected Answer: DE
Because of the will not post, I would go with D+E
upvoted 1 times

KA90 3 months, 3 weeks ago
Selected Answer: DE
DE is Correct
upvoted 2 times

ArezouDynamics 4 months, 2 weeks ago
I think the given Answer is correct!
upvoted 1 times

ClairFraser 5 months, 1 week ago
Selected Answer: AD
Changed my mind: A+D
upvoted 2 times

ClairFraser 5 months, 1 week ago
Selected Answer: DE
Seems like Blocked + DLP
upvoted 2 times

ClairFraser 5 months, 1 week ago

changed my mind: a + d (why can't I delete my comment?)
upvoted 1 times

sirspamalot2142 5 months, 2 weeks ago
I would say that because we are dealing with a company looking to protect PII data that is in there environment they will be already blocking all connectors while only allowing specific connectors. Adding the connector to the non business category will therefore make it unblocked. So A and D.
upvoted 1 times

Icky 6 months, 3 weeks ago
Selected Answer: DE
I hate these types of questions, they want to trip you up. Yes they want to create a flow that posts marketing events, BUT the requirement is in the next statement so the answer given is correct.
upvoted 2 times

SIHB 8 months, 2 weeks ago
Selected Answer: DE
The conector must be blocked
upvoted 2 times

PPDude 11 months ago
Selected Answer: AD
This is the correct answer
upvoted 4 times

BrettusMaximus 6 months, 1 week ago
A will never work
Non-Business will not stop a simple Power Automate to sending a message to the connector.
Non-business is only for groups of connectors. i.e. Sharepoint and twitter if both were in non-business.
upvoted 2 times

fre43 11 months, 2 weeks ago
Selected Answer: AD
sorry, A&D
upvoted 5 times

fre43 11 months, 2 weeks ago
Selected Answer: AC
Should be A&C
upvoted 1 times

giogo 11 months, 3 weeks ago
Selected Answer: DE
"The company must ensure that the postings adhere to regulatory requirements for handling of personally identifiable information (PII) data" - DLP Policy solves this
"The company will not post events to unauthorized social media platforms." - This means that the connectors for these social media platforms must be blocked
upvoted 3 times

WMC 1 year ago
"The company will not post events to unauthorized social media platforms."
I guess these are the ones that would have "blocked" connectors (choice 'E'). Seems kind of counterintuitive.'
upvoted 1 times

ArezouDynamics 1 year, 2 months ago
C&D seem to be the good answers
upvoted 3 times

alaamohy 1 year, 2 months ago
E is not correct! putting the relevant connector in the blocked group will prevent you totally from using the connector.
upvoted 4 times

[Removed] 8 months ago
question is not about using it, but preventing, so blocked is fine.
upvoted 1 times

MrMiniMite 7 months, 2 weeks ago
"A company wants to create a Power Automate flow that posts marketing events to social media."
upvoted 1 times

jagibe 12 months ago
Yes! D&A are correct
upvoted 3 times

Question #7 *Topic 3*

HOTSPOT -

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:

- Data changes are slow to save.
- Background processes often take hours to complete.

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.

Hot Area:

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	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.
Background processes often take hours to complete.	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.

Correct Answer:

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	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.
Background processes often take hours to complete.	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.

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.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time-workflows
https://rajeevpentyala.com/2019/12/11/d365-switching-from-workflow-to-microsoft-power-automate-flow/

Icky Highly Voted 6 months, 3 weeks ago
I think its A and C (or 1 and 3). Be careful of these non-microsoft references. Some one writes a blog, doesn't meant its correct.
upvoted 8 times

BrettusMaximus 6 months, 1 week ago
Power Automat flows cannot do all the features of D365 flows.
upvoted 1 times

petertwilliams Most Recent 3 months, 3 weeks ago
1st part: I think "Reduce usage of near real-time workflows" as that will certainly slow down a save operation.
2nd part: Review and revise filters in cloud flow queries and conditional logic.
When I review flows from novices, this is an issue I notice - along with the total lack of use of "Data Operations" actions.
Also, my personal experience is that - at this time of writing - that legacy Dynamics 365 workflows execute quicker.
upvoted 2 times

SaschaB 4 months, 1 week ago
I'd go with 1 and 3 aswell.

The first question is a little ambiguous and could be 1 or 2. Switching to cloud flows and recuding load on your system can reduce process time. But assuming the Dataverse is in cloud already that won't do much. So 1 it is.

For the second question we need to reduce the runtime. That won't happen if we don't take out complexity or optimize the logic. No other option than 3 does that.
upvoted 2 times

ftagliapietra 5 months, 3 weeks ago
first question is A and second C
upvoted 3 times

dudenKo 5 months, 3 weeks ago
any reason why second is C? What would it help?
1 - A is for sure
2 - B is the least weird answer :)
upvoted 2 times

cleon37 5 months ago
Just because they convert to cloud flows doesn't guarantee performance will improve, if queries and filters aren't optimized you're just moving the issue to another context
upvoted 2 times

VJ345 9 months, 2 weeks ago
Correct
upvoted 1 times

VJ345 9 months, 2 weeks ago
Sorry, 2--> C
upvoted 7 times

Question #8 *Topic 3*

DRAG DROP -

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

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

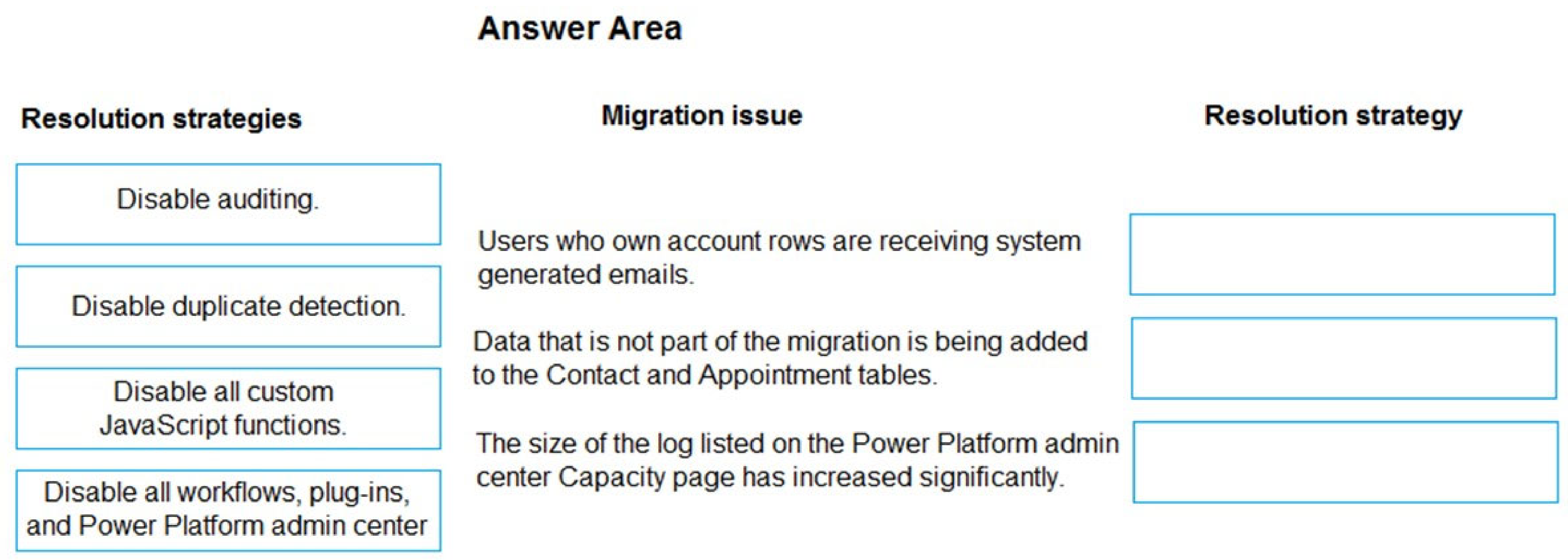
- Users who own account rows are receiving system generated emails.
- Data that is not part of the migration is being added to the Contact and Appointment tables.
- The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

You need to recommend strategies to resolve the reported issues.

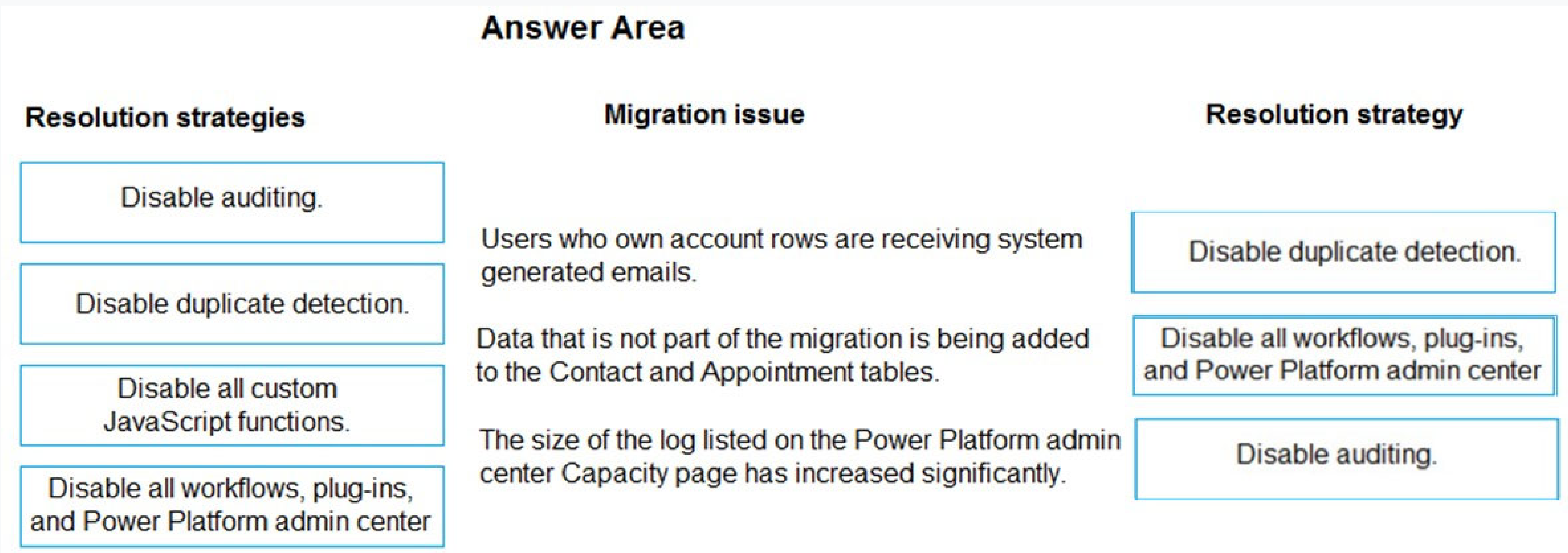
What should you recommend? To answer, drag the appropriate resolution to the correct migration problem. Each resolution may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Disable duplicate detection

Duplicate detection has rules for sending emails.

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

Box 3: Disable auditing -

Auditing affects the size of the log file.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean

VJ345 Highly Voted 9 months, 2 weeks ago

My answer will be
4,4,1
Reason: bulk duplicate detecton will send email to the user not for users own account record

upvoted 21 times

AlRe 4 months, 4 weeks ago

I agree. I don't see an option in den Detection Rule context to generate the effect described in the question.

upvoted 1 times

dudenKo 5 months, 3 weeks ago

correct, however I am not sure how to disable Power Platform Admin Center :)))

upvoted 7 times

Deepbystander 9 months, 1 week ago

What DO u mean by 4,4,1 ?

upvoted 1 times

gursimran_s 9 months ago

It means the 4th option for the 1 and 2 and the 1st option for the 3rd issue.

upvoted 1 times

Icky Highly Voted 6 months, 3 weeks ago

My answer is disable all workflows, plug-ins.. for both first and second and Disable auditing for for the last one. I've never seen duplicate detection send out emails...

upvoted 8 times

CRMBug Most Recent 2 months, 1 week ago

4, 4, 1 is correct

upvoted 2 times

SaschaB 4 months, 1 week ago

Hate these ambiguous questions. Best answer imho is 4 4 1, doesn't mean that's what MS wants to hear on the exam.

upvoted 2 times

avow 4 months, 4 weeks ago

The wording here is so odd. I suspect what they mean by disable the Power Platform Admin Center is to put the environment into Admin Mode (which is done from the Admin Center). In that case 4, 4, 1 makes sense.

upvoted 2 times

Question #9 *Topic 3*

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.

Correct Answer: *ACE*

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

1. Number of requests

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

2. Execution time

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

3. Concurrent requests

This limit tracks the number of concurrent requests.

Reference:

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

Community vote distribution

ACE (100%)

ArezouDynamics 4 months, 2 weeks ago

Thanks for the link. It exactly confirms the answer:
Service protection API limits are enforced based on three facets:

The number of requests sent by a user.
The combined execution time required to process requests sent by a user.
The number of concurrent requests sent by a user.

upvoted 1 times

ClairFraser 5 months, 1 week ago

Selected Answer: ACE

link is good

upvoted 2 times

haricloud 7 months, 1 week ago

ACE - option that contains 'a user'

upvoted 1 times

d365ppp 9 months ago

Selected Answer: ACE

ACE are the correct answers

upvoted 3 times

d365ppp 9 months ago

Correct

upvoted 1 times

shaokaofanqie 9 months, 2 weeks ago

correct

upvoted 3 times

Question #10

Topic 3

You are evaluating a solution design for a model-driven app that will have a large number of complex forms.
Many of the forms take up to 10 seconds to load.
You need to recommend solution to speed up loading times for the forms.
Which two solutions should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Consolidate and reduce scripts.

B. Use synchronous JavaScript requests.

C. Move scripts into the OnLoad event.

D. Remove unnecessary fields.

Correct Answer: *AD*
D: Controls that require extra data beyond the primary record produce the most strain on form responsiveness and loading speed. These controls fetch data over the network and often involve a waiting period (seen as progress indicators) because it can take time to transmit the data.
Keep only the most frequently used of these controls on the default tab.
Incorrect Answers:
B: Use asynchronous network requests when requesting data. Request data asynchronously rather than synchronously when extra data is necessary for customizations.
C: Moving scripts to the Onload event would slow down the loading of the form.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/design-performant-forms

Community vote distribution

AD (100%)

shaokaofanqie Highly Voted 9 months, 2 weeks ago
correct
upvoted 8 times

SaschaB Most Recent 4 months, 1 week ago
Selected Answer: AD
B doesn't help since it will increase time until a user can act
C doesn't help for the same reason
upvoted 1 times

mastropolloc 5 months ago
Selected Answer: AD
correct
upvoted 1 times

Icky 6 months, 3 weeks ago
Selected Answer: AD
Correct
upvoted 2 times

YoussefB 8 months, 3 weeks ago
Correct
upvoted 2 times

Question #11 *Topic 3*

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

Correct Answer: *AC*
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/

Community vote distribution
AC (62%) CD (38%)

Odidepse 2 months, 2 weeks ago
CD -real time business decision. You cannot achieve real-time on a scheduled flow, Use model driven app virtual entity and pass the changes to the third party app via api endpoints.
upvoted 2 times

petertwilliams 3 months, 3 weeks ago
Selected Answer: AC
A,C makes more sense to me.
C is the obvious choice.
Out of A and D, A is better because it is an integration piece. Yes, scheduled is not real-time but I don't think it needs to be to fulfill the requirement.

The custom plugin allows real-time decision making; the Power Automate flow allows " Changes made in the Microsoft Power Platform solution must be reflected in the cloud app"
upvoted 4 times

Naveed_A 2 months, 3 weeks ago
I agree. The wordings "to make real-time business decisions" could be misleading. You can still make real-time business decisions if your scheduled flow is keeping the data synchronized assuming that the execution frequency of the schedule flow is high and is close-to real-time.
upvoted 1 times

KA90 3 months, 3 weeks ago
Selected Answer: CD
CD Seem Correct
upvoted 1 times

KA90 3 months, 3 weeks ago
Selected Answer: CD
CD is better suited
upvoted 1 times

villev123 4 months ago
You need to recommend technologies to integrate --- A & C
upvoted 1 times

SaschaB 4 months, 1 week ago

A and C essentially do the same. One realtime, one scheduled. Question doesn't indicate either. Assuming they don't want to hear both but we need to select 2 this sounds like CD. B is wrong for obvious reasons. Not confident in either answer.

upvoted 1 times

ClairFraser 5 months ago

Selected Answer: AC

Correct. The app is not an integration component.

upvoted 4 times

mastropolloc 5 months ago

Selected Answer: CD

CD, PVA does not make sense and we are talking about real-time app so scheduled flows doesn't work

upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago

You can set ur schedule flow to get run every minute... not recommended but technically possible

upvoted 1 times

AlRe 4 months, 4 weeks ago

Model driven apps don't make sense either. I can't find a request that data needs to synch in real-time. Hence, scheduled flow shall be sufficient.

upvoted 1 times

Snocer 5 months ago

Selected Answer: CD

A scheduled flow does not meet real-time requirements. And since the question indicates that each correct answer is a part of the solution, we need
D) model-driven app with
C) (sync) plugin to interact with the cloud app API.

upvoted 2 times

TheGuyWhoAsked 5 months ago

Where in the question does it state real-time requirements?

upvoted 1 times

R1uK 2 months, 3 weeks ago

"A company uses a third-party cloud-based application to make business decisions in real time." When I read that, it's because I need updated data

upvoted 1 times

d365ppp 9 months ago

Correct

upvoted 2 times

VJ345 9 months, 2 weeks ago

Correct

upvoted 4 times

Question #12 *Topic 3*

You are implementing a customer solution that includes the robotic process automation (RPA) capability in Power Automate and a legacy desktop financial software package. The customer has several Azure virtual machines deployed and imaged with the financial software package.
You need to select a connector to integrate with the Azure virtual machines.
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. Connection reference and log in information

B. Machine registration and desktop flows

C. Data gateway and web service endpoints

D. Azure VM connector and administrative rights

E. Dataflow and Power BI workspace

Correct Answer: *AB*
A: Use a remote connection.
B: Hosted RPA bots (preview) allow you to run unattended automation at scale without the need to provide or setup any machine. Hosted RPA bots can be created like any other machine group and machines will be automatically provisioned by Power Automate based on the defined configuration. Desktop flows assigned to a group of hosted RPA bots will get queued to it when triggered to run. Like for any machine group, when a bot in the group is available, it will be assigned the next desktop flow to be executed in the queue.
Reference:
https://docs.microsoft.com/en-us/power-automate/desktop-flows/hosted-rpa-bots

ArezouDynamics 4 months, 2 weeks ago
The gateway is to connect the cloud to on-prem data sources. so not the answer.
Azure VM connector allows us to take some actions on the VMs. so, not a good answer.
Dataflow and Power BI Workspace are for Data migration and Reporting. Doesn't seem relevant. So, I also go with A and B
upvoted 2 times

cleon37 4 months, 3 weeks ago
Correct ... Connecting your machine directly to Power Automate and the cloud allows you to harness the full power of your robotic process automation (RPA).
https://docs.microsoft.com/en-us/power-automate/desktop-flows/manage-machines
upvoted 3 times

Question #13 *Topic 3*

You are a Microsoft Power Platform architect developing a solution for a car retailer. Your solution includes reference data that relates to car colors, car types, and car models. Automation has been developed and deployed to notify account managers based on the car color, car make, and car model selected by potential buyers.
Notifications are failing to send to account managers due to different record identifiers between environments.
You need to update the reference data across all environments.
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. Power Automate flows

B. Logic Apps

C. Configuration Migration tool

D. Import Data Wizard

E. Azure Data Factory

Correct Answer: *AB*
Dataflows are a self-service, cloud-based, data preparation technology that allows you to ingest, transform and load data into Common Data Service environments, Power BI workspaces or your organization's Azure Data Lake Gen2 account.
The Dataflow connector is available for:

Logic Apps -

Power Automate -

Power Apps -
Incorrect:
Not C: The Configuration Migration tool enables you to move configuration data across environments and organizations. Configuration data is used to define custom functionality in customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365
Marketing, and Dynamics 365 Project Service Automation), and is typically stored in custom entities. Configuration data is different from end user data (account, contacts, and so on).
Reference:
https://docs.microsoft.com/en-us/connectors/dataflows/

Community vote distribution
AB (45%) CD (45%) 9%

twosheds 1 week, 3 days ago
Selected Answer: CE
So the question can be rephrased as: what is the recommended tool to transfer reference data between environments keeping the unique identifiers. The correct answers are A, B, C and E because all this tools are able to move data from one place to another keeping the same unique ID. For me CE make the most sense, never saw a reference data moved by Power Automate in my life. Anybody can tell me why nobody is voting for Data Factory? It's a recommended tool for move data between to/from dataverse in the cloud, we can argue if it's not overkill, but to be honest building Logic app is for me bigger overkill than creating super basic Data Factory flow which can be reused
upvoted 1 times

sceretti 2 months ago
Selected Answer: CD
CD for a single update on records
upvoted 1 times

petertwilliams 3 months, 3 weeks ago
Selected Answer: AB
The requirement is to "update" the existing data that has problems with "record identifiers" - it is not clear what records they are talking about. So, option D is crossed of the list for me as I would not use a data import to update existing data.
Option C is used for configurations not data.

Options A, B are definitely plausible tools
References: https://www.infostrat.com/post/how-to-update-existing-records-with-dynamics-365-import-wizard

upvoted 3 times

KA90 3 months, 3 weeks ago

Selected Answer: CD

CD Better Suited

upvoted 1 times

SaschaB 4 months, 1 week ago

Selected Answer: CD

This is about a 1-time correction. I see no reason to build neither flow now logic app.

upvoted 2 times

ClairFraser 4 months, 3 weeks ago

Selected Answer: AB

How would you import unique identifiers with the import wizard?
Configuration Migration can do that, but is not suitable for updating transactional data - i.e. the references in the account table.
I believe the answers are correct.

upvoted 2 times

Stevie_G 3 months ago

It clearly states we are migrating reference data e.g. car color etc.
Nothing mentioned migrating account records. This is exactly what the configuration migration tool is for.

upvoted 1 times

cleon37 4 months, 3 weeks ago

Agree, the only way to send notifications of records from another environment is that in the Dataverse actions of the flows (LA & PA) they do not have updated the reference to the correct environment where they retrieve the data. Assuming that the PA flow was not created from a Dataverse solution.

upvoted 1 times

kangtamo 4 months, 4 weeks ago

Selected Answer: CD

I agree with C and D.

upvoted 1 times

mister_exam 4 months, 4 weeks ago

Agree with C & D. No reason to create cloud Flows whatsoever.

upvoted 2 times

cleon37 5 months ago

C & D, import accounts records

upvoted 2 times

Question #14 *Topic 3*

You are implementing a customer service solution that uses Power Automate flows to automate business processes.
A flow sends order status update emails to customers. Customers report not receiving order status update emails during peak order times.
You need to troubleshoot the issue by examining flow executions.
What should you use?

A. Flow information page in flow.microsoft.com

B. Solution history information page

C. Microsoft Power Platform admin center

D. Flow information page in make.powerapps.com

Correct Answer: *B*
View the history of a solution -
You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.
Reference:
https://docs.microsoft.com/en-us/power-apps/maker/data-platform/solution-history

Community vote distribution
D (65%) A (35%)

MElokabi 19 hours, 9 minutes ago
Selected Answer: A
Choice: A
upvoted 1 times

Wasea 3 months, 1 week ago
Selected Answer: A
The correct response should be make.powerautomate.com not make.powerapps.com.
Might be A .
Flow.microsoft.com redirects to make.powerautomate.com, so not related to make.powerapps.com
upvoted 2 times

petertwilliams 3 months, 3 weeks ago
Selected Answer: D
I think option D makes the most sense between A and D. Navigate to make.powerapps.com and click on the Flows on the left-hand-side menu, to see the list of flows.

Also, flow.microsoft.com is the old URL (that still works just fine) but redirects to make.powerautomate.com.
upvoted 4 times

SaschaB 4 months, 1 week ago
Selected Answer: D
Given answer is definitely wrong, A and D seem both correct but D makes more sense in a scenario where we manage business logic covering flows instead of personal task covering flows.
upvoted 2 times

ArezouDynamics 4 months, 2 weeks ago
Strange question. A and D are both correct!
upvoted 1 times

Anon303 4 months, 2 weeks ago
Selected Answer: D
As I stated below, I'd go D as you can access the flow details screen for any flow that is shared with you or owned by you via the flow tab on the make.powerapps.com site, whereas the flow.microsoft.com redirects to a different site and thus there is no 'flow information page in flow.microsoft.com'.
upvoted 2 times

mastropolloc 4 months, 3 weeks ago
Selected Answer: D
D, flow.microsoft.com redirects to make.powerapps.com
upvoted 1 times

Anon303 4 months, 2 weeks ago

Appears to redirect to make.powerautomate.com, not make.powerapps.com, at least in my companies tenancy.

Personally I'd go D as you can access the flow details screen for any flow that is shared with you or owned by you via the flow tab on the make.powerapps.com site, whereas the flow.microsoft.com redirects to a different site and thus there is no 'flow information page in the flow.microsoft.com'.

upvoted 1 times

AlRe 4 months, 4 weeks ago

Selected Answer: D

my choice

upvoted 1 times

HaoNguyen 4 months, 4 weeks ago

https://powerautomate.microsoft.com/en-us/blog/flow-microsoft-com-is-moving-to-make-powerautomate-com/#:~:text=We%20renamed%20Microsoft%20Flow%20to,Power%20Platform%20in%20the%20future.
"We'll soon be using a new web address for signing in to and using Power Automate: https://flow.microsoft.com will become https://make.powerautomate.com. Don't worry, after this change you can keep using all of your existing bookmarks and links: you will automatically be redirected to the new Power Automate URL when you try to visit the old URL."

upvoted 1 times

HaoNguyen 4 months, 4 weeks ago

Selected Answer: D

D is correct, flow.microsoft.com is not available anymore, it redirects to make.powerapps.com after login, you can view your flow there and monitor flow runs

upvoted 3 times

kangtamo 5 months ago

Selected Answer: A

A is correct.

upvoted 1 times

bigfeltro 5 months ago

Selected Answer: A

Answer is A

upvoted 1 times

ClairFraser 5 months ago

Selected Answer: A

flow.microsoft.com

upvoted 2 times

Ola112 5 months, 1 week ago

Solution History has nothing to do with reviewing flow execution.
My answer is A

upvoted 1 times

yruizalonso 5 months, 1 week ago

I think the correct answer is A.

upvoted 4 times

Topic 4 - Testlet 1

Question #1 *Topic 4*

Introductory Info

Case study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

▪ appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about jobs and potential workers.

Workers must be able to communicate in near real-time with worker support agents.
You must minimize development and administrative effort required to implement the solution.

Client company visits -
Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information -
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access -
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps.
Updates to data must be displayed in near real time.

Security -
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
Worker records must only be viewed by the recruiting office that the worker visits.
Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network

connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

·

Question

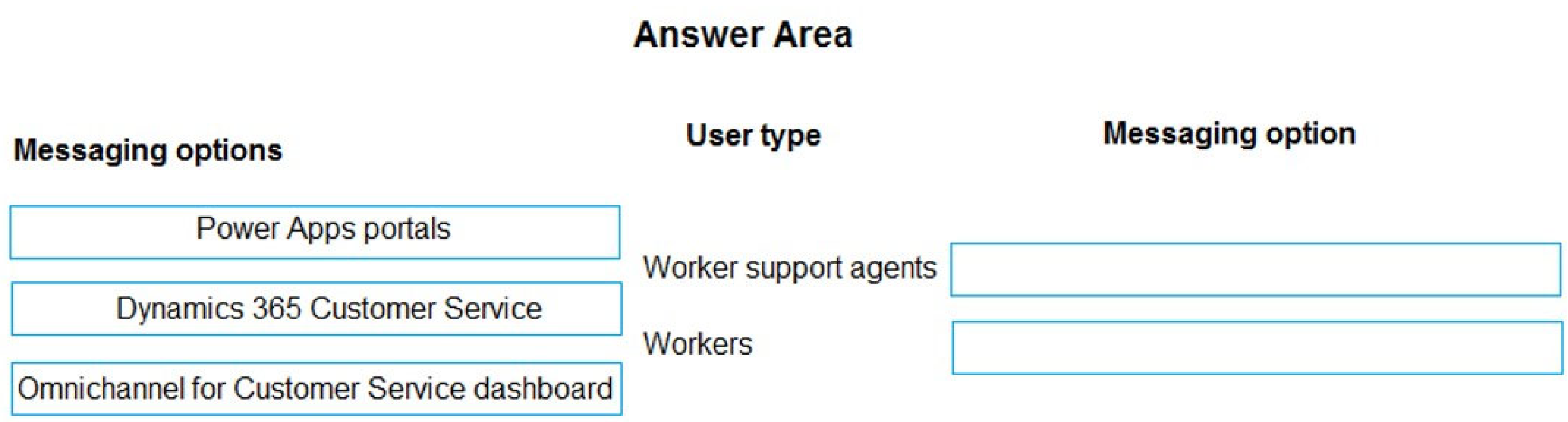
DRAG DROP -

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

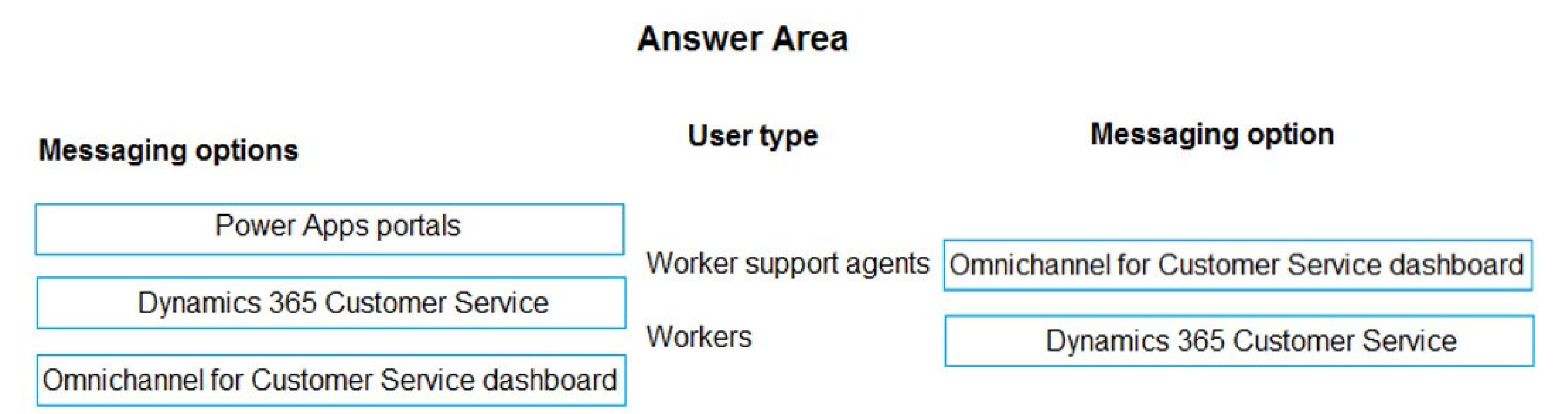
What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Omnichannel for Customer Service dashboard

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

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

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

Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent

Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service

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

Reference:

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

for_sure Highly Voted 1 year, 3 months ago

I think the second answer should be Power Apps Portal. There is no reason to have full D365 Customer Service access.

upvoted 23 times

baughfell 10 months, 4 weeks ago

But Omnichannel for Customer Service requires D365 CS anyway; so I think the given answers are correct. No need for a Portal

upvoted 6 times

originalwitness 8 months, 3 weeks ago

I'm torn between those 2 answers. I feel like both could fit.

upvoted 1 times

BrettusMaximus Highly Voted 6 months, 1 week ago

1: OmniChannel
2: Portals
Think of it as who initiates the conversation and how.

upvoted 5 times

SHEEL_007 Most Recent 1 month, 3 weeks ago

Answers that are correct and marks scoring will be :- Omnichannel for Customer Service, PowerApp Portals :)... Happy Learning.

upvoted 2 times

ArezouDynamics 4 months, 2 weeks ago

See I guess the portal for workers is more suitable as for accessing omnichannel or cs they need to have more expensive licenses in comparison with Power apps portal available licenses.

upvoted 1 times

Icky 6 months, 3 weeks ago

First is Omnichannel, Second is Portals. There are temporary and permanent workers. You don't use D365 licenses for this type of situation, its too dynamic and they aren't employees.

upvoted 3 times

gbsmacker1 9 months, 4 weeks ago

"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."

upvoted 3 times

giogo 11 months, 3 weeks ago

I agree with for_sure, second is Portals

upvoted 2 times

Question #2 *Topic 4*

Introductory Info

Case study -

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First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

- appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about jobs and potential workers.

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

You must minimize development and administrative effort required to implement the solution.

Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information -

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

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Worker access -

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security -

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.

Users cannot view Power BI reports within the Power Platform apps.

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

-

Question

You need to recommend a reporting solution for the organization.

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

NOTE: Each correct selection is worth one point.

A. AI Builder

B. SQL Server Reporting Services (SSRS)

C. Dynamics 365

D. Power BI

Correct Answer: *BC*

Scenario:

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

▪

⇨ Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.

C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.

Incorrect Answers:

D: Scenario: Users cannot view Power BI reports within the Power Platform apps.

Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app, which updates in real time as you make changes to your report.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866 https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual

Community vote distribution

CD (91%) 9%

Icky Highly Voted 6 months, 3 weeks ago

Selected Answer: CD

Power BI can be configured for real time and well, D365 already has it built in so answer is C and D

upvoted 5 times

sceretti Most Recent 2 months ago

Selected Answer: CD

Sure CD

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

C and D

The dashboards must be embedded into the Power Platform apps.

upvoted 3 times

brianrxu 6 months, 3 weeks ago

Selected Answer: CD

cannot see where SSRS comes from...

upvoted 1 times

shibax 10 months, 3 weeks ago

c,d is corrected answer!

upvoted 1 times

GozerTheGreat 11 months, 1 week ago

Selected Answer: CD

Power BI and dynamics 365 provide real-time dashboards, just because there is an issue with viewing reports currently you are proposing a solution moving forward, meaning fix it

upvoted 3 times

giogo 11 months, 3 weeks ago

Selected Answer: BC

correct

upvoted 1 times

Prt33k 1 year, 2 months ago

The reporting requirement says "Updates to data must be displayed in near real time." so it can't be PowerBI. Hence B and C are correct since both uses fetchxml.

upvoted 2 times

Icky 6 months, 3 weeks ago

Old news, PowerBI can be in real time. We just did this for a customer. Three types of real time datasets are push, streaming and pubNub

upvoted 5 times

ArezouDynamics 1 year, 2 months ago

C and D is the right answer.

upvoted 3 times

Tereza 1 year, 2 months ago

Why not D?

upvoted 1 times

Question #3 *Topic 4*

Introductory Info

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Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

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Question

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. Canvas app within Power Apps Player

B. Canvas app within a browser

C. Dynamics 365 Field Service app

D. Dynamics 365 App for Outlook

Correct Answer: *AB*

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

Community vote distribution

AC (100%)

passtest Highly Voted 1 year, 2 months ago

Selected Answer: AC

Going for A and C

upvoted 18 times

apatrick Highly Voted 1 year, 2 months ago

WHY NOT A AND C

upvoted 8 times

SaschaB Most Recent 4 months, 1 week ago

Selected Answer: AC

Makes way more sense. Canvas app in browser requires network connection while the text states they work offline.

upvoted 2 times

ArezouDynamics 4 months, 1 week ago

A and C make sense but I am wondering should they also but Field Service License? In the previous questions, we suggested having a customer service app. Right? So, A and B wouldn't be a better answer without a need to have another license?

upvoted 1 times

AlRe 4 months, 3 weeks ago

Selected Answer: AC

Due to offline capabilities.

upvoted 1 times

Icky 6 months, 2 weeks ago

Selected Answer: AC

Offline capability for canvas apps is only available while running the apps using native Power Apps Mobile players. https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/offline-apps

upvoted 2 times

giogo 11 months, 3 weeks ago

Selected Answer: AC

Canvas app in a web browser does not have cache so it does not work offline

upvoted 1 times

David_Zed 1 year ago

Selected Answer: AC

Background: "Many client companies live in areas that do not allow for mobile data connections"

So the app needs a offline mode, Canvas app in a web browser can't run offline, but solutions A & C can provide offline mode.

upvoted 7 times

ArezouDynamics 1 year, 2 months ago

A and C are the better answers.

upvoted 4 times

passtest 1 year, 2 months ago

https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-2020-power-platform

upvoted 1 times

Bielfp19 1 year, 2 months ago

Do you think C can be a solution?

upvoted 1 times

Question #4 *Topic 4*

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Question

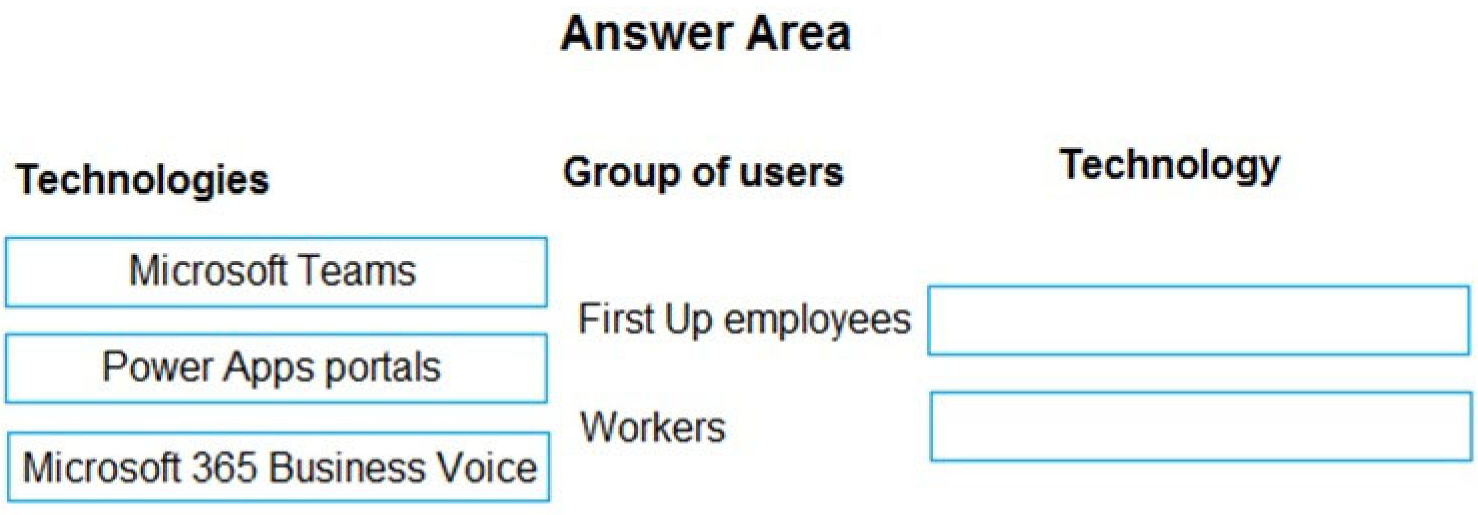
DRAG DROP -

You need to recommend solutions to meet the organization's communication needs.

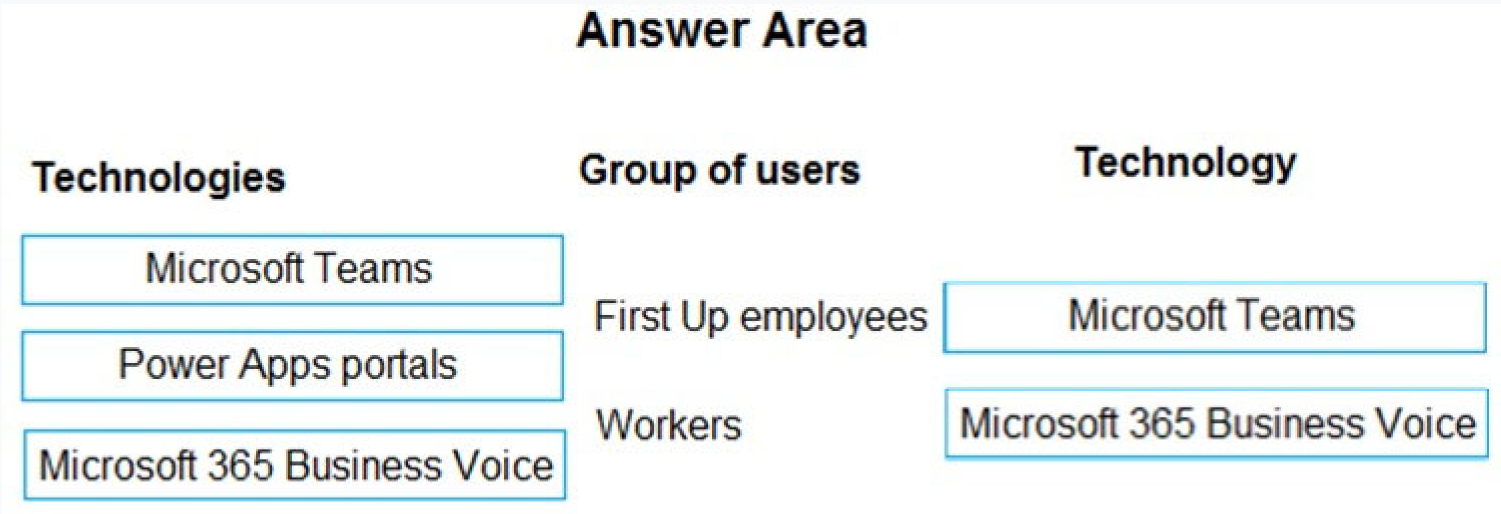
What should you recommend? To answer, drag the appropriate technologies to the correct groups of users. Each technology may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Microsoft Teams -

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Microsoft Teams key capabilities:

- Connected
- Secure
- Managed
- Collaborative and productive

Box 2: Microsoft 365 Business Voice

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

Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.

Reference:

https://docs.microsoft.com/en-us/microsoft-365/solutions/empower-people-to-work-remotely https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice

David_Zed Highly Voted 1 year ago

Workers : Powerapps Portal

upvoted 14 times

SHEEL_007 Most Recent 1 month, 3 weeks ago

Teams, Portals for sure.

upvoted 1 times

ArezouDynamics 4 months, 2 weeks ago

Business Voice exists. But the reason that would be out of right answers is that in the requirement they were looking for translation capabilities that which power apps portal can provide.

upvoted 1 times

Icky 6 months, 2 weeks ago

Teams and Portals. Business Voice doesn't exist anymore.

upvoted 4 times

ettie54f_p929n 9 months, 1 week ago

Teams and PoweApps portals
upvoted 2 times

TestingCRM 11 months ago
Microsoft 365 Business Voice was Microsoft's telephony service bundle for small and medium businesses, which included Private Branch Exchange (PBX) capabilities, a domestic calling plan, and Audio Conferencing. However, Business Voice will be deprecated on March 1, 2022. See https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice. So I would then choose Power Apps Portals.
upvoted 3 times

giogo 11 months, 3 weeks ago
second should be portals
upvoted 1 times

ArezouDynamics 1 year, 1 month ago
Workers are external users so they can access the dataverse through power apps portal.
upvoted 4 times

Topic 5 - Testlet 2

Question #1 *Topic 5*

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Background -

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

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▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

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Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
You need to recommend a solution for agents when working with customers to make reservations.
What should you recommend?

A. task flows

B. Business Process Flows

C. workflows

D. Power Automate

Correct Answer: *B*
Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.
Use business process flows to define a set of steps for people to follow to take them to a desired outcome.
With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.
Scenario:
⊸ Agents need a solution to replace paper reservation checklists.
⊸ Agents need dashboards to show a current count of all reservations on the entity.
⊸ Agents need a way to track reservation issues.
⊸ Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Community vote distribution
B (100%)

SaschaB 4 months, 1 week ago
Selected Answer: B
"Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience." That's the keyword for the answer.
upvoted 2 times

Icky 6 months, 2 weeks ago
Selected Answer: B
B is correct
upvoted 3 times

originalwitness 8 months, 3 weeks ago
Selected Answer: B
Correct
upvoted 4 times

Question #2 *Topic 5*

Introductory Info

Case study -

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The company uses vendors to service aircraft.

Environment -

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Application use layout should be role specific.

Agents -

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Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

A. Dynamics 365 Field Service

B. Dynamics 365 Sales

C. Dynamics 365 Project Operations

D. Dynamics 365 Customer Service

Correct Answer: *D*
Microsoft Dynamics 365 Customer Service is a module for customer service automation that streamlines case and knowledge management, enables personalized customer service with a 360-degree customer view, and provides visibility into customer service department performance with dashboards and reports.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview

Community vote distribution
D (100%)

Icky 6 months, 2 weeks ago
Selected Answer: D
Correct
upvoted 2 times

originalwitness 8 months, 3 weeks ago
Selected Answer: D
D is correct.
upvoted 2 times

VJ345 9 months, 2 weeks ago
Selected Answer: D
Correct
upvoted 4 times

Question #3 *Topic 5*

Introductory Info

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

A. Business process modeler (BPM)

B. AI Builder

C. Entity relationship diagram (ERD)

D. Dynamics 365 Product Visualize

Correct Answer: *A*
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)
Incorrect Answers:
D: Product Visualize is a powerful tool of Dynamics 365 that uses augmented reality to aid the sales process where sellers are able to show customers a product right from their sales workflow on a mobile device.
Reference:
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/bpm-overview

Community vote distribution
C (100%)

arriori Highly Voted 7 months, 2 weeks ago
Selected Answer: C
The answer is C. With an ERD you can understand the model and relationships so you can create the reports on top of that.
upvoted 7 times

CinthiaN Most Recent 3 months, 2 weeks ago
Selected Answer: C
Entity Relationship Diagram - ERD
upvoted 1 times

makhfi 5 months, 2 weeks ago
Correct! Answer is C.
upvoted 1 times

Icky 6 months, 2 weeks ago
Selected Answer: C
ERD of course. IT wants to understand the relationships.
upvoted 2 times

mscert_iy 7 months ago
Selected Answer: C
C. ERD shows the relationships so they can build their reports
upvoted 2 times

bingomutant 8 months, 2 weeks ago
I also think its C. Im not sure that BPM is useful for tables whereas entity design is. Unless I misunderstand the question.
upvoted 2 times

grandburrito 8 months, 2 weeks ago

C is correct (Entity relationship diagram (ERD))

upvoted 3 times

Question #4 *Topic 5*

Introductory Info

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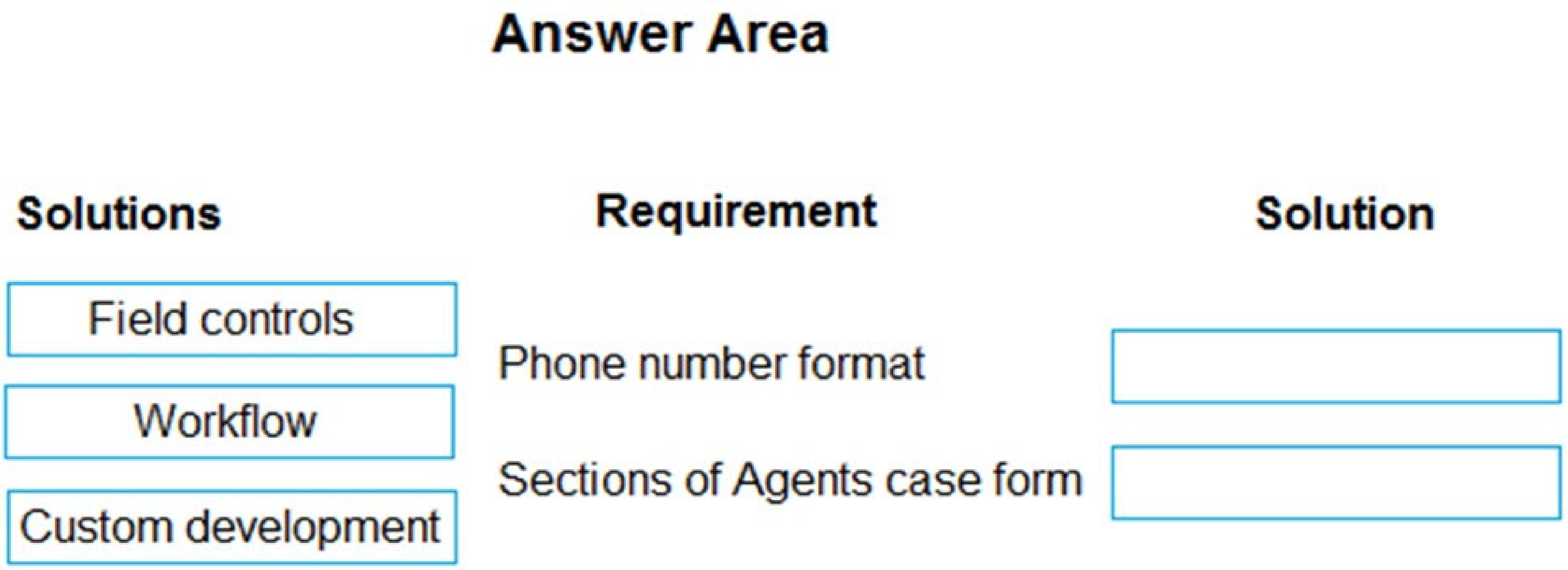
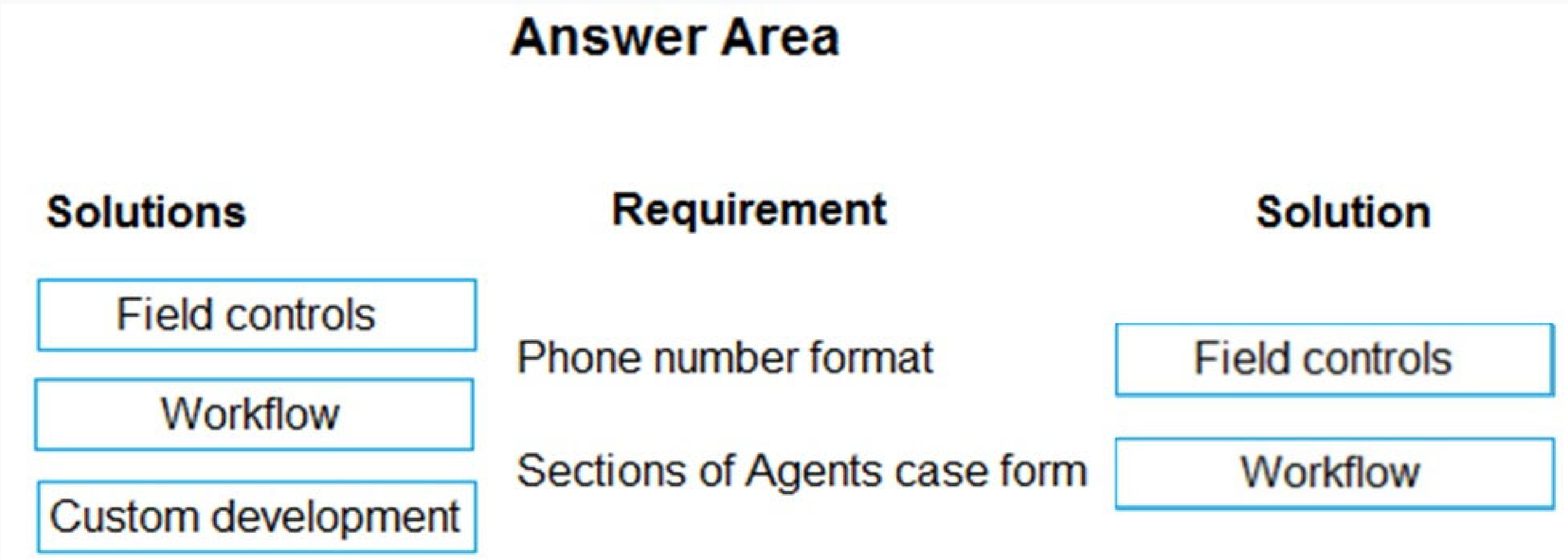
Question
DRAG DROP -
You need to propose a solution for form requirements.
What should you recommend? To answer, drag the appropriate solutions to the correct requirements. Each solution may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:



Correct Answer:



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.

VJ345 Highly Voted 9 months, 2 weeks ago
1. Field Controls
2. Custom Development, Reason: need to show the seat entity inside the case
upvoted 16 times

AlRe Most Recent 4 months, 3 weeks ago

1 and 3. Can't think of the benefit of a workflow in this scenario.

upvoted 2 times

Icky 6 months, 2 weeks ago

Field Controls and Custom Development. Workflows won't show variable sections, you would use javascript for that, ie custom dev

upvoted 2 times

Question #5 *Topic 5*

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Question

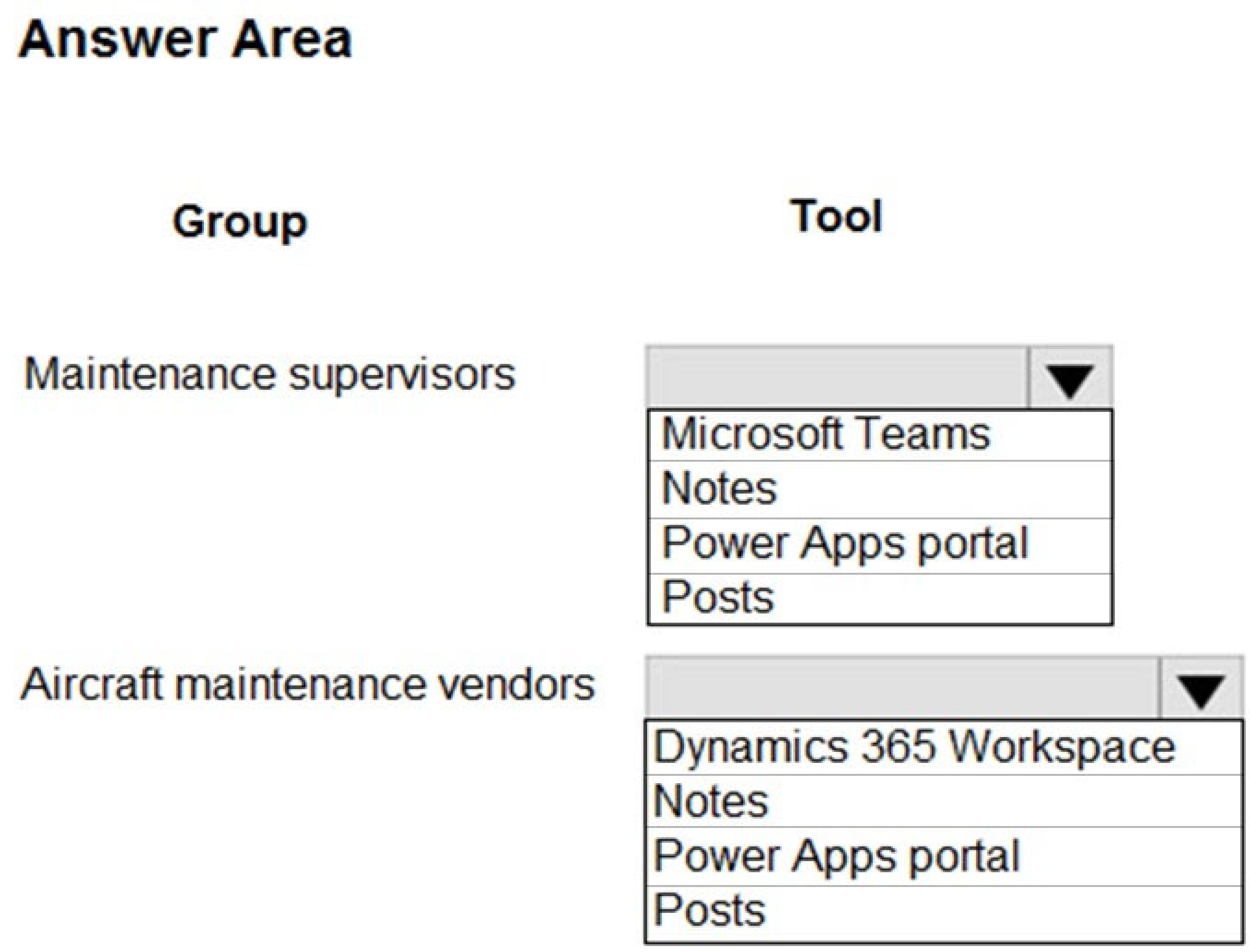
HOTSPOT -

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.

Hot Area:



Correct Answer:

Answer Area

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

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.

Reference:

https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-exp/expense-management-mobile-workspace

avow Highly Voted 4 months, 4 weeks ago

"The company uses vendors to service aircraft." this implies they are third party and as such they cannot use workspace. The answer for B has to then be Portal.

upvoted 12 times

Odidepse Most Recent 2 months, 2 weeks ago

Im going with the presented answer https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-exp/expense-management-mobile-workspace

upvoted 1 times

VJ345 9 months, 2 weeks ago

Correct

upvoted 3 times

Question #6 *Topic 5*

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Question
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

Correct Answer: *A*
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

Community vote distribution
A (100%)

Icky 6 months, 2 weeks ago
Selected Answer: A
Correct
upvoted 2 times

Whataboutno 7 months, 2 weeks ago
Seems Correct. Customer Service with default functionality can handle all the related issues.
upvoted 4 times

Topic 6 - Testlet 3

Question #1 *Topic 6*

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

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

specifications and maintenance requirements.
You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.
Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
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Inspection orders -
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.
Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.
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Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
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Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question
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

Correct Answer: *B*

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 ג€" built on Microsoft Dataverse ג€" 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

Community vote distribution

B (56%) A (22%) C (22%)

mastropolloc Highly Voted 4 months, 3 weeks ago

Selected Answer: B

I think B because the Data migration utility moves records from a Dynamics 365 instance to another one. You have to import records from scratch.

upvoted 5 times

Pranav924 Most Recent 1 month, 2 weeks ago

Selected Answer: A

Going with A

upvoted 2 times

OldHand1 2 months ago

I am going to say A - Power Apps Maker Portal.

Up in the blurb it says "You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service" From memory, there is no direct access to data in dataverse for teams, its for use within teams only and so that rules B (Dataverse for teams) out.

The question is "You need to recommend a solution for creating the initial inspection checklists" so C (Data Migration utility) will not allow you to do that and is ruled out.

Pretty sure it must be A - Power Apps maker Portal

upvoted 2 times

ClairFraser 4 months, 3 weeks ago

Selected Answer: C

"Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated" - so inspections are a grid of records that needs to be loaded initially and then using an editable grid - marked for pass or fail

upvoted 2 times

Question #2 *Topic 6*

Introductory Info

Case study -

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Background -

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Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

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Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

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The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

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Quality inspection app -

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Inspection orders -

Inspection orders must:

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- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -

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

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

Analytics and reporting -

The solution must:

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

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

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

Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

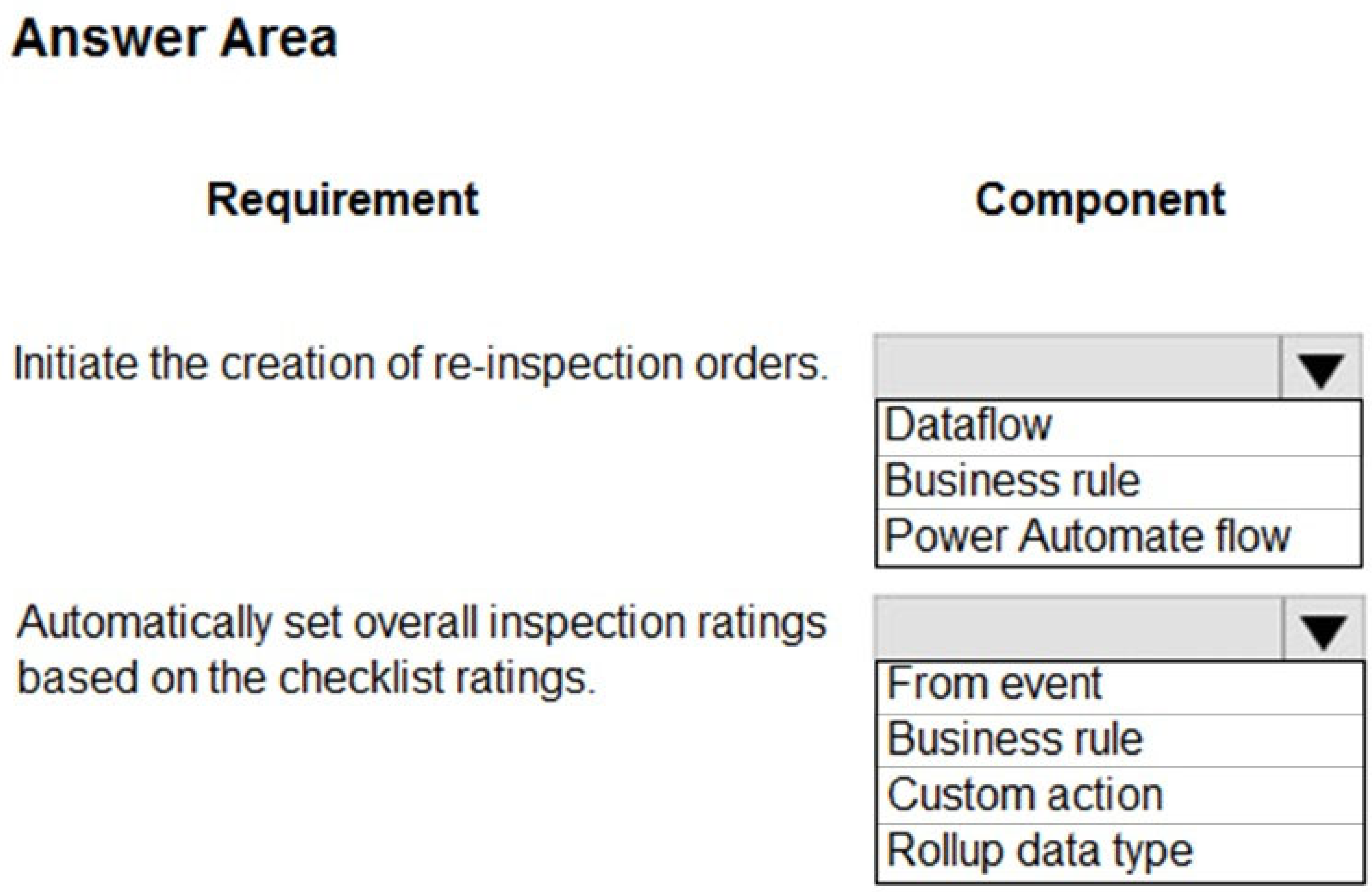
HOTSPOT -

You need to recommend components to meet the re-inspection requirements.

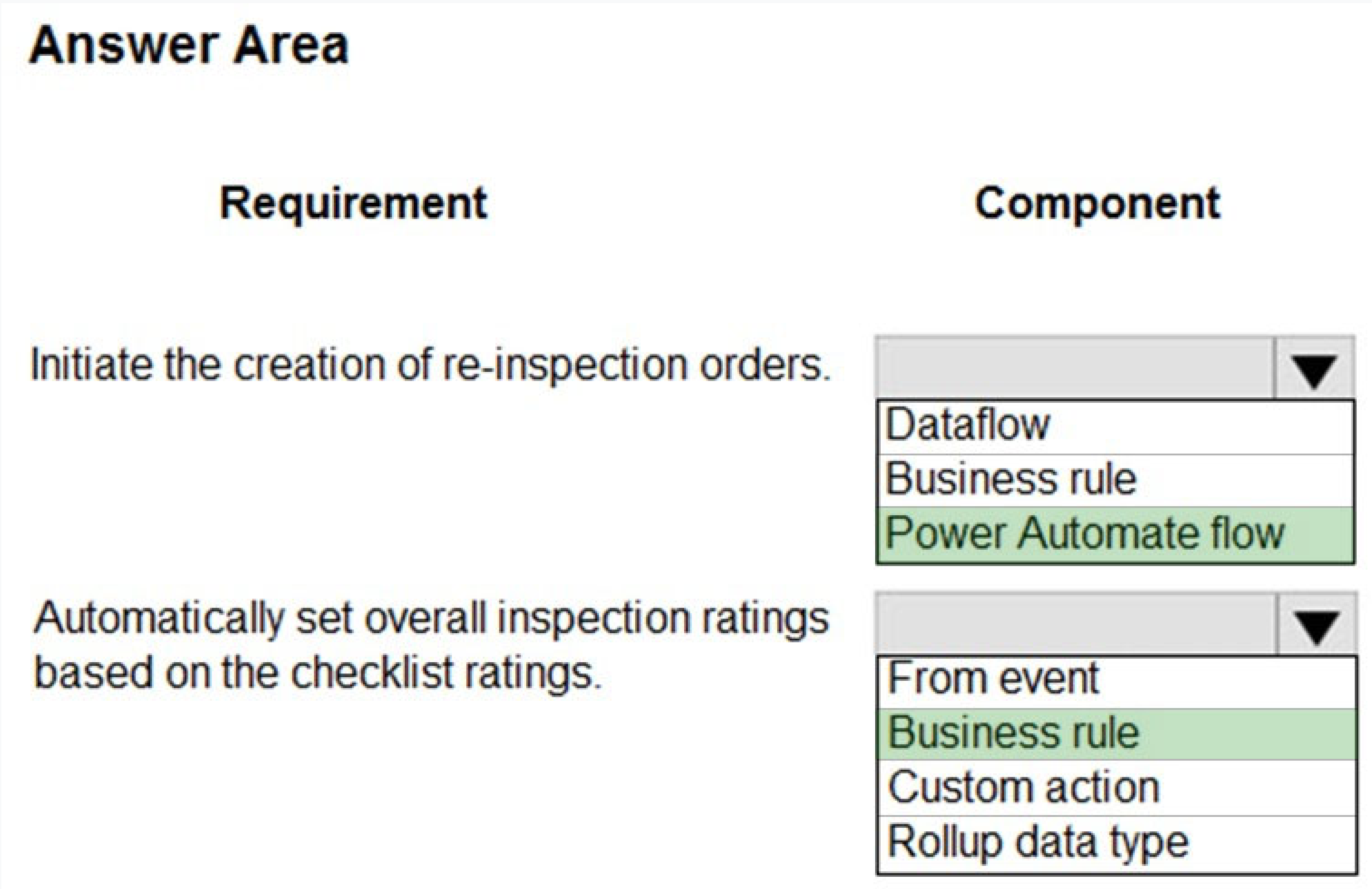
Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Power Automate flow -

Scenario: Inspection orders must be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Box 2: Business rule -

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.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

baughfell Highly Voted 7 months, 1 week ago

Re-inspection orders: Power automate Flow
Inspection ratings: Sounds like a strong case for a Rollup field that aggregate values across table columns. Also not limited to a single table. I go with D
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/define-rollup-fields?view=op-9-1

upvoted 10 times

dudenKo 5 months, 3 weeks ago

I think the same!

upvoted 2 times

Whataboutno Highly Voted 7 months, 2 weeks ago

In case study it states that if one metric for a given machine is failed then set it as failed. So if the entity relations are set up correctly the field that is tied to another entity this can be handled by a Business Rule.

So it is Correct.

upvoted 7 times

OldHand1 Most Recent 2 months ago

On the 2nd question around inspection ratings, I don't think it can be a rollup field as rollup fields are about aggregating rather than cycling through and acting upon each record. They can also take 12 hours to run.

I think what it comes down to how you interpret the text, is this all fields on a single entity or an overall inspection entity, linked to another entity with a list of quality checks. Each quality check will be different, so it would be a single record with multiple questions, linked to a single inspection record, which would be.....weird. 1:1.

I therefore think the inspection record and all checklist items must be on a single record, and then a business rule should do it.

upvoted 2 times

ClairFraser 4 months, 3 weeks ago

"Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated" - so inspections are a grid of records that needs to be loaded initially and then using an editable grid - marked for pass or fail. So the second answer must be Rollup field

upvoted 2 times

Icky 6 months, 2 weeks ago

This is the correct answer

upvoted 4 times

hup 9 months, 1 week ago

@VJ345 Checklist ratings is in Dataverse for Teams ? (see question 1)

upvoted 1 times

VJ345 9 months, 2 weeks ago

1. Power automate flow
2. Custom Action, Reason: Automatically marked as failed if one inception step rating is marked as failed. For this requirement we cannot access parent records from child record using business rule. We can call custom action from javascript to update the parent status

upvoted 5 times

originalwitness 8 months, 3 weeks ago

It doesn't say it's in separate tables? Business rule can compare columns with conditions.

upvoted 2 times

Question #3 *Topic 6*

Introductory Info

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Background -

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Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

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Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

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Other systems -

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The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
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Inspection orders -
Inspection orders must:
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Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

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Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
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Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

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

Correct Answer: *A*

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

Community vote distribution

A (100%)

Icky 6 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

VJ345 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 4 times

Question #4 *Topic 6*

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Analytics and reporting -
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Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

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

Correct Answer: *B*

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.

Incorrect Answers:

D: 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.

Reference:

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

Community vote distribution

A (100%)

twin Highly Voted 9 months ago

BPF is better choise

upvoted 10 times

NataliWinOn365 Most Recent 3 months, 2 weeks ago

Selected Answer: A

Before making the recommendation, the data should be collected. Business process flows offer the metrics, how much time was spent on a stage of the BPF.

upvoted 1 times

KA90 3 months, 3 weeks ago

Selected Answer: A

A is better suited

upvoted 1 times

kangtamo 4 months, 4 weeks ago

Selected Answer: A

It should be A: BPF.

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

C. Business event
You create analytics based on events.

upvoted 2 times

Icky 6 months, 2 weeks ago

Selected Answer: A

BPF is the right answer

upvoted 1 times

originalwitness 8 months, 3 weeks ago

Selected Answer: A

The question states you need to recommend a solution to collect the information. A business rule does not satisfy that.

Only a business process flow would satisfy that requirement

upvoted 2 times

Question #5 *Topic 6*

Introductory Info

Case study -

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -

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

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

Analytics and reporting -

The solution must:

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

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

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

Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

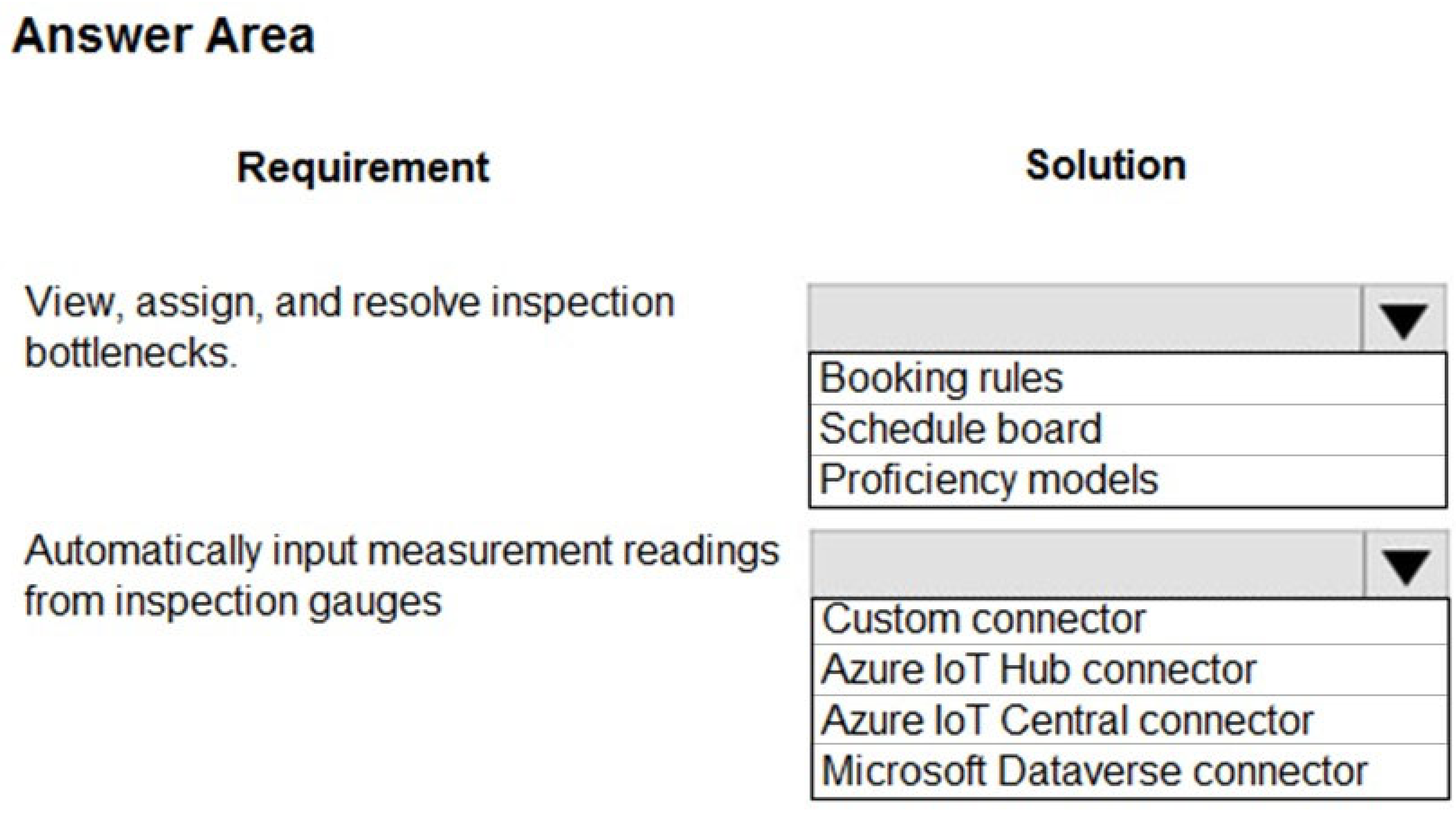
HOTSPOT -

You need to recommend solutions to meet the inspection requirements.

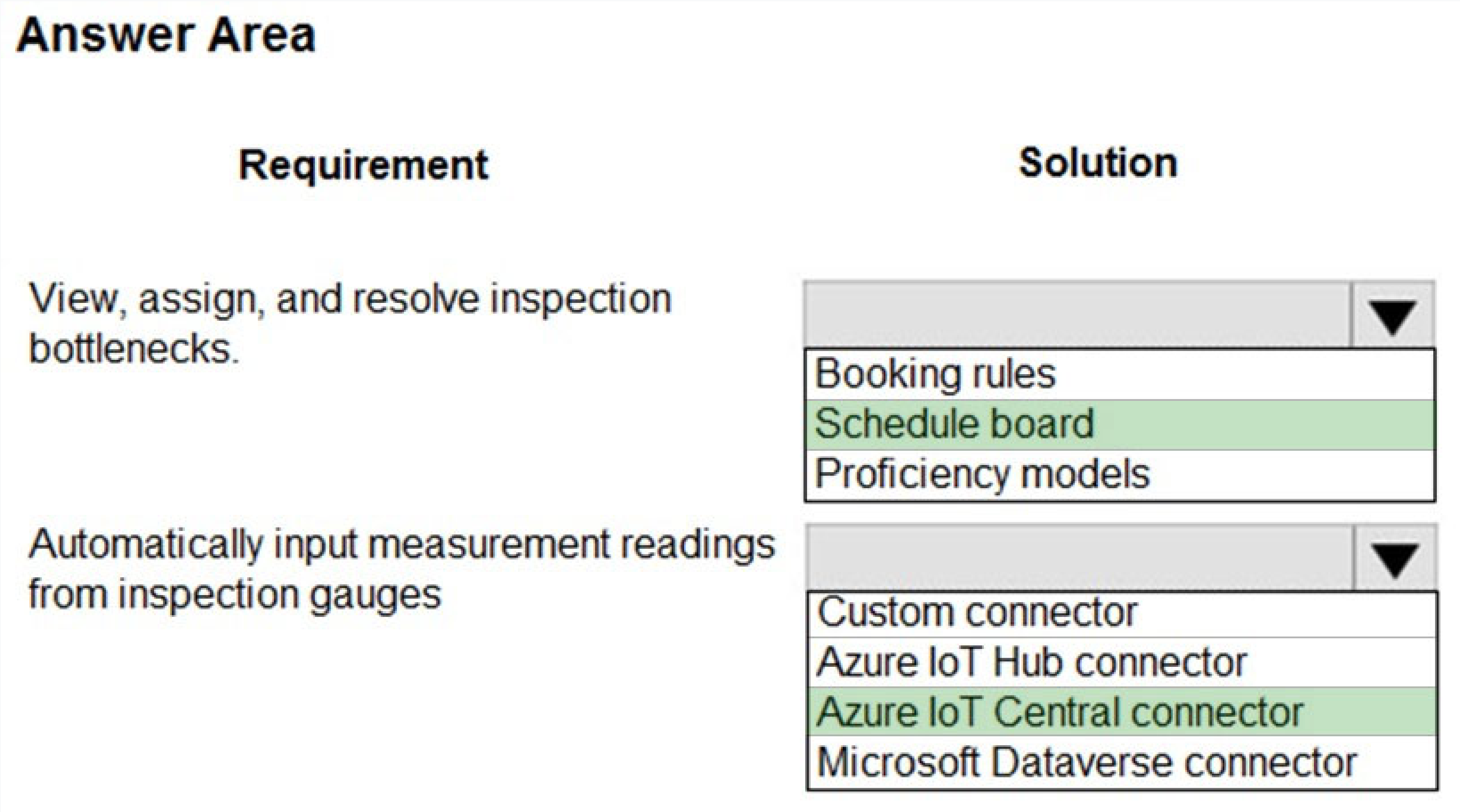
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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

Reference:

https://vegibit.com/azure-iot-hub-vs-iot-central

https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board

Icky Highly Voted 5 months, 1 week ago

I think it is Schedule board and IoT Hub. The IoT Central is an application platform for solution development. IoT Hub service enables reliable and secure bidirectional communications between IoT devices and cloud-based services (ie Field Service)

upvoted 7 times

BrettusMaximus Highly Voted 6 months, 1 week ago

1: Schedule
2: IOT Hub
IoT hub is a central message hub for bi-directional communication between IoT applications and managed devices

upvoted 5 times

ArezouDynamics Most Recent 4 months, 1 week ago

IoT hub is also a service for communication between IoT apps and the devices it manages. 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. This lowers the bar for entry into the IoT landscape for clients that have limited technical knowledge to manage the IoT stack.

upvoted 1 times

Katy123 4 months, 2 weeks ago

2. IoT Central
IoT Central is SaaS while IoT Hub is PaaS. IoT Hub requires that you have access to software development skills and knowledge because, as a PaaS, it's more complex in implementation.

upvoted 3 times

Whataboutno 7 months, 2 weeks ago

Correct

upvoted 2 times

Topic 7 - Testlet 4

Question #1 *Topic 7*

Introductory Info

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Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

▪ appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

Client company visits -
Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information -
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access -
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
▪
The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps.
Updates to data must be displayed in near real time.

Security -
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
Worker records must only be viewed by the recruiting office that the worker visits.
Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

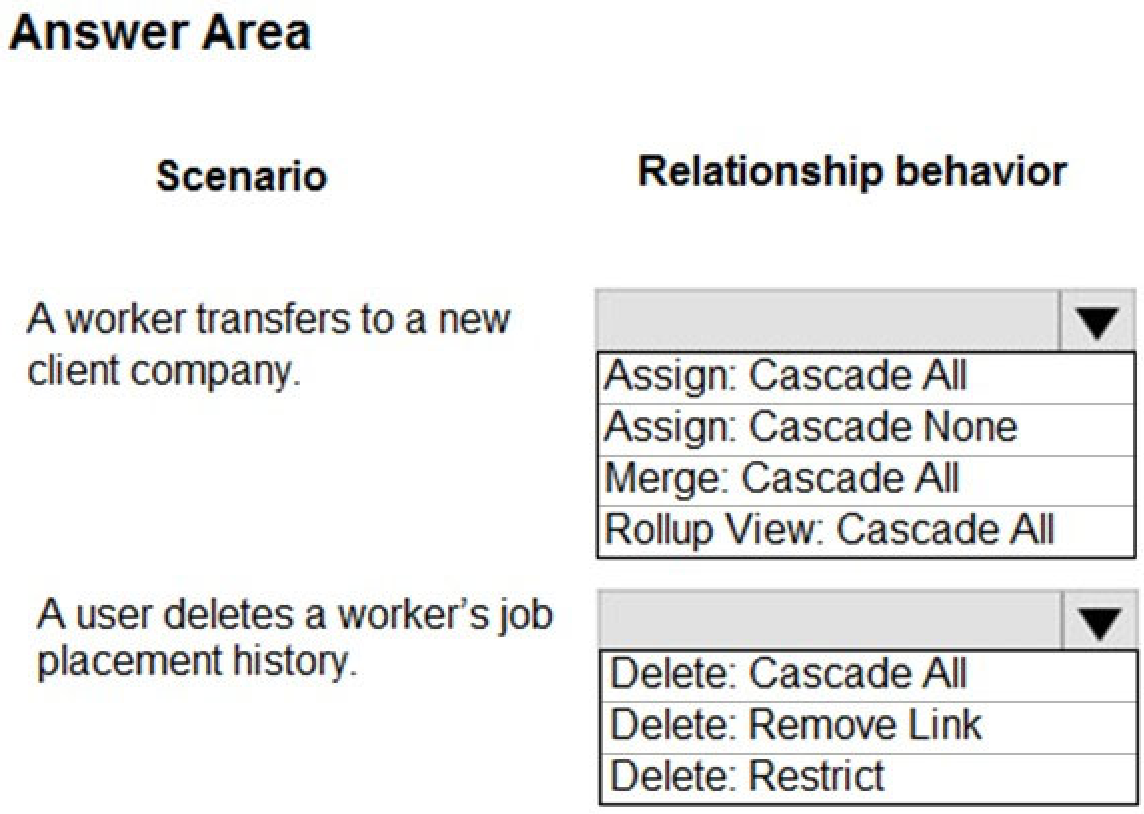
HOTSPOT -

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

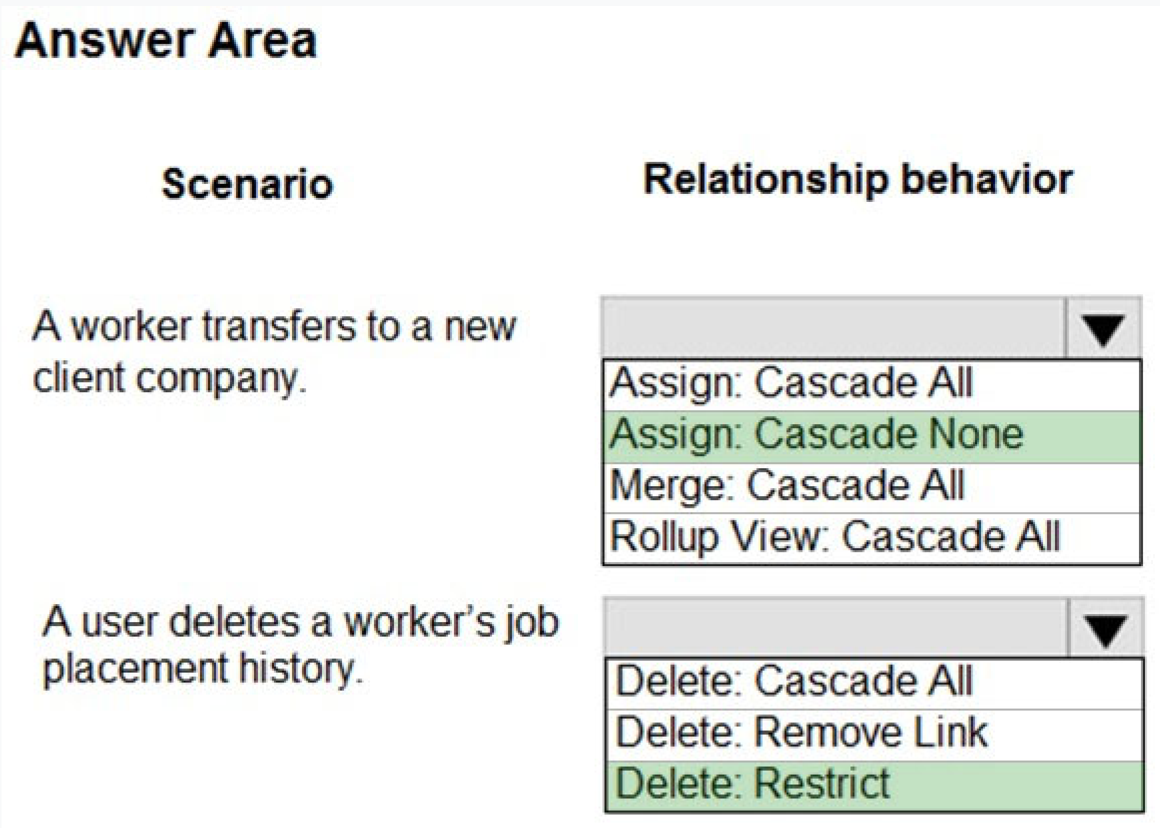
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Assign: Cascade None -

Scenario: Worker skill records must be archived after ten years and are then removed from the main system.

Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Box 2: Delete: Restrict -

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not

want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup

ClairFraser Highly Voted 4 months, 4 weeks ago
Actually one of the issues is this:
--- Recruiters report that they cannot see historical job placement data for workers.

So I go with Assign: CASCADE ALL
upvoted 8 times

TestingCRM Most Recent 11 months ago
Correct
upvoted 2 times

giogo 11 months, 3 weeks ago
correct
upvoted 2 times

Question #2 *Topic 7*

Introductory Info

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The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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Data platform -
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The organization reports the following issues:
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The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

You need to recommend technology for accessing historical job placement data.

What should you recommend?

A. Power Virtual Agents chatbots

B. Virtual tables

C. Power BI

D. Power Automate flows

Correct Answer: *B*

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.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

Community vote distribution

B (100%)

Orlyf1987 Highly Voted 1 year, 1 month ago

Selected Answer: B

Correct

upvoted 7 times

giogo Most Recent 11 months, 3 weeks ago

Selected Answer: B

correct

upvoted 2 times

Question #3 *Topic 7*

Introductory Info

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You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps.
Updates to data must be displayed in near real time.

Security -
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
Worker records must only be viewed by the recruiting office that the worker visits.
Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.
The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

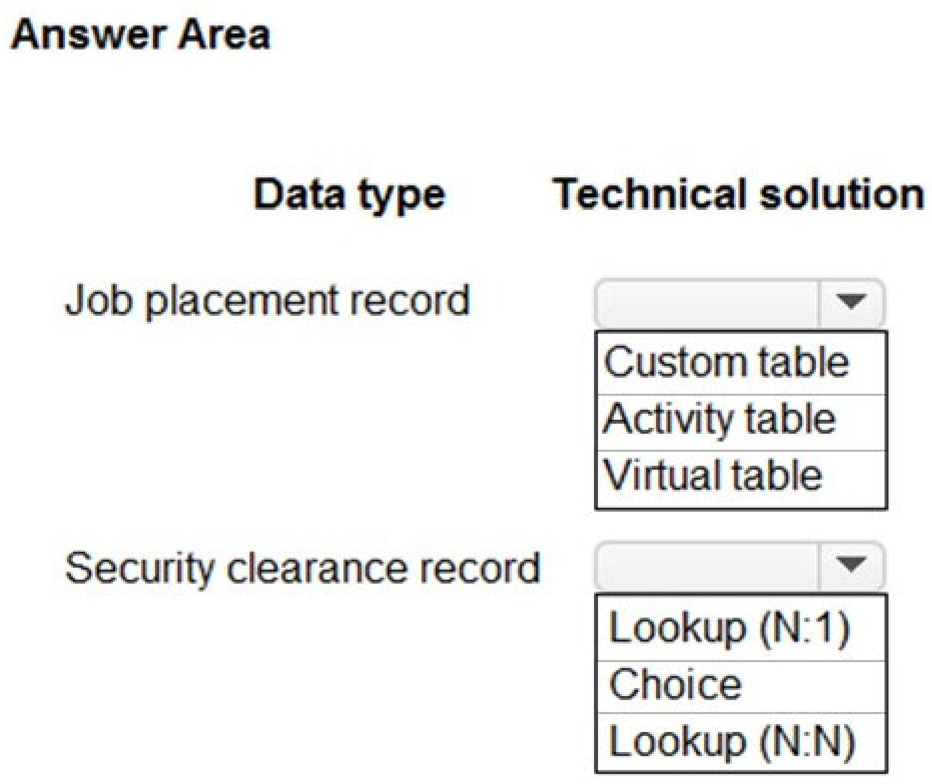
HOTSPOT -

You need to design tables for the solution.

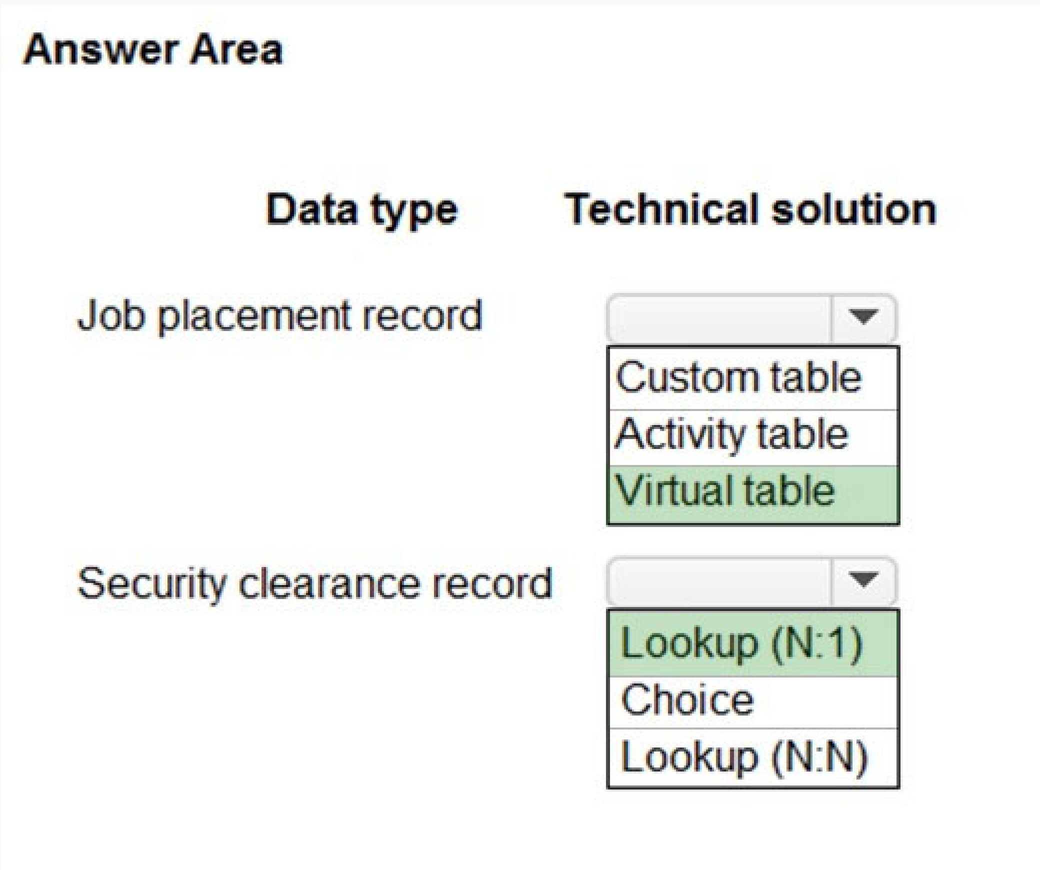
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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.

Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

kenwj2342 Highly Voted 1 year, 2 months ago

Correct

upvoted 13 times

BrettusMaximus Highly Voted 6 months, 1 week ago

1: Custom
2: Lookup 1:N

upvoted 7 times

Snocer 5 months ago

Agree!
- "Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system." - is only possible with a custom table.
- Lookup 1:N (or N:1 if you look from the security clearance record) - Each clearance record belongs to one Worker.

upvoted 2 times

Question #4 *Topic 7*

Introductory Info

Case study -

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Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

- appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information -
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access -
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

▪

The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps.
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The organization reports the following issues:
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The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

HOTSPOT -

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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.
Reference:
https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b https://docs.microsoft.com/en-us/dynamics365/field-service/overview

kenwj2342 Highly Voted 1 year, 2 months ago
Azure cognitive services
B2C
Field service
upvoted 19 times

cleon37 4 months, 3 weeks ago
Seriously ,.....How can ACS provide personal and skills information? Such information is available enough to be extracted by AI.
upvoted 3 times

Icky Highly Voted 6 months, 2 weeks ago
The first one - I'm not sure how any of those can help. I do not think it is ACS or PA, Q&AM will be gone. anyway.... For the second, B2C. These temporary workers should be using their personal authentications and not their placement companies authentication. Third is Field Service.
upvoted 5 times

Wasea Most Recent 3 months, 1 week ago
I select this:
ACS
B2C
Field Service.
As per Microsoft docs:
The QnA Maker service is being retired on the 31st of March, 2025. A newer version of the question and answering capability is now available as part of Azure Cognitive Service for Language.
upvoted 1 times

AlRe 4 months, 3 weeks ago
PowerAutomate (since the other two don't make sense)
B2B (all other requirements need workers to become part of the tenant (e.g. teams); B2C does not provide this)
Field Service (no doubt)
upvoted 2 times

ClairFraser 5 months ago
QnA Maker
Azure Directory BTC (Workers must be able to sign into a portal by using their own email address)
Field Service - schedule board
upvoted 2 times

Tereza 1 year, 2 months ago
Why not Q And A Maker?
upvoted 4 times

[Removed] 8 months ago
it will be deprecated
upvoted 1 times

Bielfp19 1 year, 2 months ago
How can power automate help regarding the first question?
upvoted 3 times

Question #5 *Topic 7*

Introductory Info

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Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

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- appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

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Client company visits -

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First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

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

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Job history information -
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Worker access -
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▪
The solution must support near real-time communications between workers and recruiters.
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Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
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Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
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Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.
The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

HOTSPOT -

You need to recommend methods to resolve the organization's issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	Add users to Microsoft 365. Assign Power BI licenses to users. Configure an on-premises data gateway.
Historical data does not appear in reports.	Configure Azure Data Lake. Configure a custom connector. Configure an on-premises data gateway.

Correct Answer:

Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	Add users to Microsoft 365. Assign Power BI licenses to users. Configure an on-premises data gateway.
Historical data does not appear in reports.	Configure Azure Data Lake. Configure a custom connector. Configure an on-premises data gateway.

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

1. Go to the All or the Datasets + dataflows tab in your content list.
2. Select More options (...) next to a dataset, then select Manage permissions.
3. Select Add user.
4. Enter the full email addresses for individuals, distribution groups, or security groups.
5. Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the

cloud) and several
Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps.
By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.
Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-troubleshoot-sharing https://docs.microsoft.com/en-us/power-bi/connect-data/service-gateway-onprem https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerapps-checker

kenwj2342 Highly Voted 1 year, 2 months ago
Assign Power BI License
Configure on-prem data gateway
upvoted 27 times

giogo Most Recent 11 months, 3 weeks ago
Assign Power BI License
Configure on-prem data gateway
upvoted 2 times

passtest 1 year, 2 months ago
why is first one be 'assign Power BI licenses?
upvoted 4 times

baughfell 10 months, 4 weeks ago
and they can already access the Power App so they alreay have access to M365
upvoted 1 times

Xeniya 1 year ago
I guess because of:
Users cannot view Power BI reports within the Power Platform apps.

https://powerusers.microsoft.com/t5/Building-Power-Apps/Licensing-question-Power-BI-and-Power-Apps/td-p/527628

If you want to use Power BI tile control in your canvas app, you need to have sufficient permission to access Power BI features, so you need to own Power BI Pro license at least for your current sign in account.
upvoted 3 times

Question #6 *Topic 7*

Introductory Info

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Worker records must only be viewed by the recruiting office that the worker visits.
Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.
The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question

DRAG DROP -

You need to recommend methods for assigning security to each group of users.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Methods

- Dataverse Application User
- Power Platform Local Business Owner Team
- Azure Active Directory B2B Guest Access
- Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	Method
Automation	Method
Corporate governance auditing team	Method

Correct Answer:

Methods

- Dataverse Application User
- Power Platform Local Business Owner Team
- Azure Active Directory B2B Guest Access
- Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	Power Platform Local Business Owner Team
Automation	Azure Active Directory Security Group Team
Corporate governance auditing team	Azure Active Directory B2B Guest Access

Box 1: Power Platform Local Business 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.

Scenario: Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active

Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/manage-group-teams https://docs.microsoft.com/en-us/azure/active-directory/external-identities/user-properties

EuMesmo Highly Voted 1 year, 1 month ago

Automation - Why not Dataverse Application User?

upvoted 9 times

Xeniya 1 year ago

I guess because of:
You can use server-to-server (S2S) authentication to securely and seamlessly communicate between Dataverse and your web applications and services. S2S authentication is the common way that apps registered on Microsoft AppSource use to access the Dataverse data of their subscribers. All operations performed by your application or service by using S2S will be performed as the application user you provide, rather than the user who's accessing your application.

https://docs.microsoft.com/en-us/power-platform/admin/create-users#create-an-application-user
https://docs.microsoft.com/en-us/power-platform/admin/system-application-users

upvoted 3 times

kenwj2342 Highly Voted 1 year, 2 months ago

Correct

upvoted 8 times

ArezouDynamics Most Recent 4 months, 1 week ago

For automation i'll go with app user.

upvoted 4 times

ArezouDynamics 4 months, 1 week ago

cause we shouldn't waste a license for the time that app users can be helpful.

upvoted 1 times

giogo 11 months, 3 weeks ago

correct

upvoted 1 times

Topic 8 - Testlet 5

Question #1 *Topic 8*

Introductory Info

Case study -

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Background -

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.
IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
You need to recommend the field type to use for configuring meal selections during reservation.
Which field type should you recommend?

A. Global Option Set

B. Lookup

C. Option Set

D. Two Options

Correct Answer: *C*
Scenario:
⇨ Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
⇨ The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
In PowerApps Option set is one of the field types you can use in your Entity. The information type that Option Set stores is a list of text values. And here comes the
Option Set advantage ג€" once you define its text values you can centrally managed it.
Example:

Country Name
Poland
USA
England
India

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

Community vote distribution
B (93%) 7%

Jpb99 Highly Voted 1 year, 5 months ago

B. Lookup is the best choice, the meal choice can change and then be re-used else where, other wise A Global option set would be the next best answer - because they want the ability to store the Customer Preference for future flights.
upvoted 15 times

Eskape Highly Voted 1 year, 4 months ago
Meal types can be temporarily available - Lookup (with a flag)
upvoted 10 times

sceretti Most Recent 2 months ago
Selected Answer: B
B: you can temporarily hide options and add new options
upvoted 1 times

AlRe 4 months, 3 weeks ago
Selected Answer: A
Certainly C would do the job. However, A is from an architectural point of view a better choice.
B does not meet the requirement. What is the benefit of a table which contains two rows: vegetarian and regular?
upvoted 1 times

Icky 6 months, 2 weeks ago
Selected Answer: B
B is the best choice. They want to grow this list.
upvoted 3 times

giogo 11 months, 3 weeks ago
Selected Answer: B
Lookup as there needs to be a way to mark meals as unavailable
upvoted 4 times

David_Zed 1 year ago
Selected Answer: B
The needs : "Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options"
So meals have to be in a custom table with a status : Available or not. And it's much easier to add new types of meals.
upvoted 5 times

SW85 4 months, 2 weeks ago
This is a good explanation and persuaded me that B is correct. Thanks.
upvoted 1 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 2 times

Zakaria10 1 year, 6 months ago
The best choice is B. Lookup. Because of this one : and can save the meal choices as a customer preference. If we need to save all meal choices, we neet to create N-N relationship with meal entity (customer preference)
upvoted 6 times

Power_Ninja 1 year, 8 months ago
B, if it's unavailable you'd want to hide/filter the data. List could grow
upvoted 3 times

N8n0z 1 year, 8 months ago
Looks like the meal options are not a sure thing. So would go with B
upvoted 3 times

ZVV 1 year, 8 months ago
I believe Yes. They can have a table for meal option with Active field there.
upvoted 2 times

Question #2 *Topic 8*

Introductory Info

Case study -

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Background -

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Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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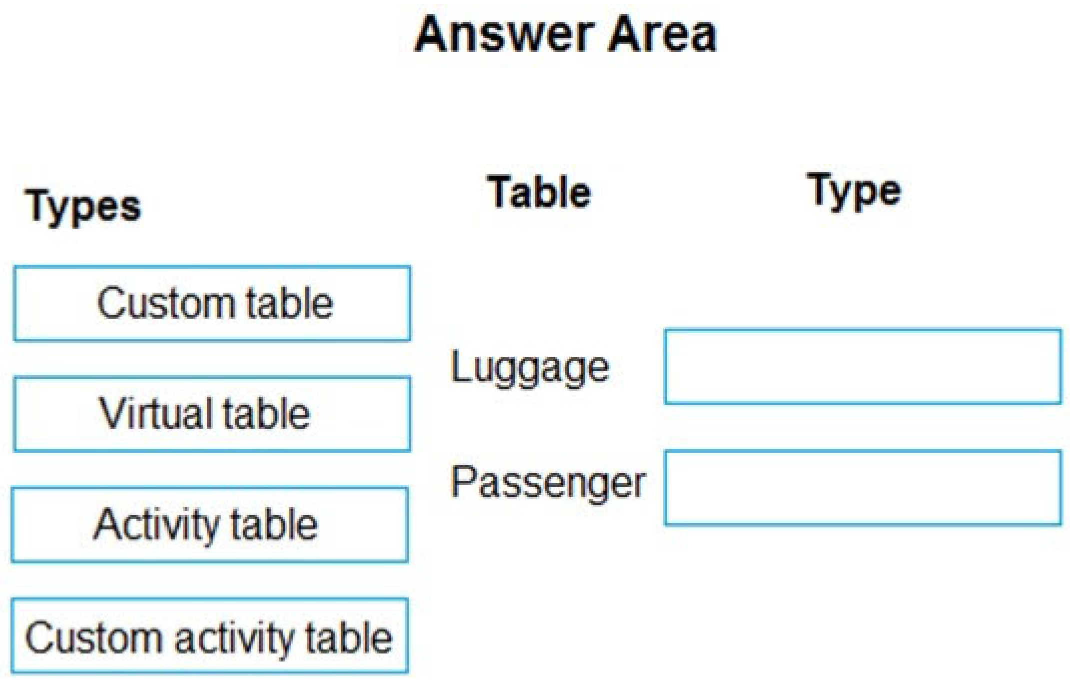
IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

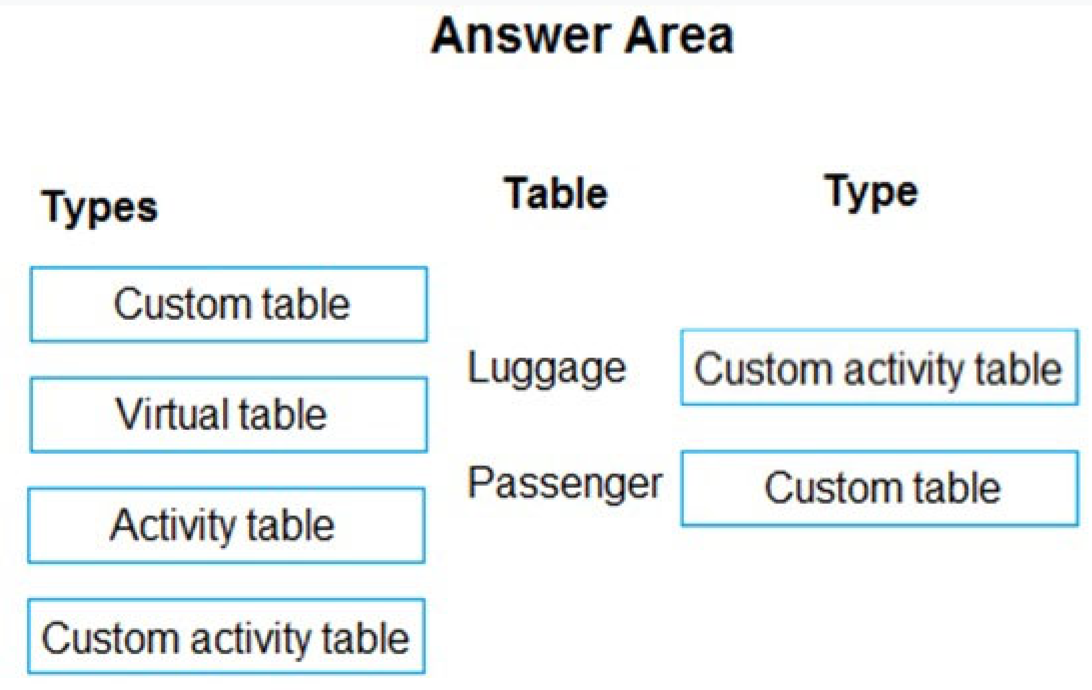
Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
DRAG DROP -
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.
Select and Place:



Correct Answer:



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.
Incorrect Answers:

A virtual table is a custom table in 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 dynamically at runtime, such as an Azure SQL Database.

NoNameBrand Highly Voted 1 year, 6 months ago
Luggage - Virtual Table

"The company has a custom app for managing and tracking passenger luggage"
Even thought it says "The app uses Microsoft Dataverse", my understanding is that this is in anouther soulution/environment and our solution is for "You are hired to design a new solution to manage passenger information, reservations, and maintenance."

Anouther note that suggests our solution only needs read only access to the luggage table.
"Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record."
upvoted 12 times

[Removed] 8 months ago
and keeping passengers and their luggage in different systems is not the best idea
upvoted 1 times

CDDT 1 year, 5 months ago
But it also requires: "Minimize the use of third-party products and custom development." A custom activity has less development than Virtual Activity. Indeed, encourage the use of Dataverse.
upvoted 2 times

tchowzin Highly Voted 1 year, 4 months ago
Custom Table for both.

Luggage doesn't make sense be a Custom Activity and the specific requirement "Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record." unfeasible the virtual entity.

See limitations: https://docs.microsoft.com/en-us/powerapps/developer/data-platform/virtual-entities/get-started-ve
upvoted 8 times

AlRe Most Recent 4 months, 3 weeks ago
I assume there is a misspelling in the question. Since the answer refers to "customer table" which makes perfectly sense for the passenger. With that misspelling in mind, "custom(er) table" does not match für luggage.
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
Answer is correct
Custom Activity table. Custom Table

The act of viewing luggage is the activity - it can include metatdata of the luggage.
upvoted 3 times

Icky 6 months, 2 weeks ago
Custom for both
upvoted 1 times

shibax 11 months ago
correct!
upvoted 1 times

giogo 11 months, 3 weeks ago
Custom Table for both.
upvoted 2 times

Jpb99 1 year, 5 months ago
Luggage and Customer - this asked in MB600 too: https://www.examtopics.com/discussions/microsoft/view/32818-exam-mb-600-topic-7-question-1-discussion/
upvoted 4 times

N8n0z 1 year, 8 months ago
Custom table for both
upvoted 2 times

ZVV 1 year, 8 months ago
>> The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.

I think you are right.
upvoted 2 times

datchattdude 1 year, 7 months ago

However, if you look at the description of an activity table, it talks about activity tables including "data that helps determine what action the activity represents, for example, subject and description".. that might come in handy when talking about luggage, like what time did the luggage leave this airport and arrive at the next, what does it look like, do we still maintain control over it, etc.

upvoted 5 times

Question #3 *Topic 8*

Introductory Info

Case study -

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The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

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Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
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Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
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

Correct Answer: *A*
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.
Incorrect Answers:
D: The benefit of federation is a single sign-on experience across Dynamics 365 Customer Engagement (on-premises) and Dynamics 365 Customer Engagement
(on-premises) systems. This type of identity management is useful for large corporations that have hundreds or thousands of established users.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/manage-user-account-synchronization

Community vote distribution
B (86%) 14%

NoNameBrand Highly Voted 1 year, 6 months ago
B. Use the Office 365 tenant for Dynamics 365 Customer Service.

"The company uses Microsoft Office 365."
"The company has a custom app for managing and tracking passenger luggage. - The app uses Microsoft Dataverse."

There is no mention of on-prem and by the above statement regarding the luggage system they are using Dataverse.
upvoted 22 times

shibax Highly Voted 10 months, 1 week ago
B is the correct answer!
upvoted 7 times

AIRe Most Recent 4 months, 3 weeks ago
Selected Answer: B
I don't find any reference to on-premises services in the scenario.
upvoted 1 times

kangtamo 4 months, 4 weeks ago
Selected Answer: B
It is B.
upvoted 1 times

kangtamo 4 months, 4 weeks ago
Selected Answer: B

B is correct.
upvoted 1 times

originalwitness 8 months, 3 weeks ago
Selected Answer: B
They are already using O365. No mention of on-prem authentication.
upvoted 3 times

giogo 11 months, 3 weeks ago
Selected Answer: A
correct
upvoted 1 times

fhqhfhqh 1 year, 4 months ago
This question was on the exam.
upvoted 3 times

Jpb99 1 year, 5 months ago
D Surely? Aircraft are serviced by vendors - so this should be federated identities? Maintenance workers should not have direct access to D365 Customer Service (portal could be used).
upvoted 3 times

CDDT 1 year, 5 months ago
Right, for me the correct is D: Federated Identities: available for more complex scenarios and provide scalability auth, ensures Single Sign On with all apps and to thousands of employees. It is a regional airlines enterprise with wide resources, network and systems, not a small private business with only a single MS Tenant!
upvoted 1 times

datchattdude 1 year, 7 months ago
I'm unsure about this one. The current environment suggests that they have many different systems, but nothing about on-prem is mentioned. Synchronized identity is designed to allow management of cloud users from on-prem AD, but it says they are already on Office 365..
upvoted 2 times

Power_Ninja 1 year, 8 months ago
A - "Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee"
upvoted 1 times

Question #4 *Topic 8*

Introductory Info

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The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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Minimize the use of third-party products and custom development.

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▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

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Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

A. Add security to the seat entity and assign users to the Agents role.

B. Add security to the Core Records and assign users to the Customer Service Representative role.

C. Copy the Microsoft Dataverse Basic User role.

D. Rename the Customer Service Representative role to Agents.

E. Copy the Customer Service Representative role.

F. Name the new role Agents.

Correct Answer: *BEF*
Scenario: The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Create a security role by Copy Role:
Step 1 (E): Copy the Customer Service Representative role.
Step 2 (F): Select the New Role Name.
Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc.
Set the privileges on each tab.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role

Community vote distribution
AEF (100%)

TheLadyB Highly Voted 1 year, 9 months ago
I would say A,E,F instead of B,E,F for two reasons:
-In requirements it is said "include a custom entity named seats and grant agents access to the entity" which is addresed by A but not by B answer
- If you have named your copied role "Agents" it makes no sense that later you assign users to another role
upvoted 34 times

NoNameBrand 1 year, 6 months ago
I agree
upvoted 1 times

petertwilliams Most Recent 3 months, 3 weeks ago
Selected Answer: AEF
E
Copy the Customer Service Representative role.
F
Name the new role Agents
A
Add security to the seat entity and assign users to the Agents role

In that order.
upvoted 2 times

sjacques 6 months ago
Selected Answer: AEF
This is correct

upvoted 3 times

giogo 11 months, 3 weeks ago

Selected Answer: AEF

Agree with TheLadyB

upvoted 2 times

nysheikh 1 year, 1 month ago

Selected Answer: AEF

it should be AEF

upvoted 3 times

fhqhfhqh 1 year, 4 months ago

This question was on the exam.

upvoted 2 times

Jpb99 1 year, 5 months ago

AEF as below

upvoted 1 times

Power_Ninja 1 year, 8 months ago

A, E, F - "The security rule for agents must contain the privileges in the default Customer Service Representative security role"

upvoted 2 times

cakriwut 1 year, 8 months ago

AFE
B is incorrect because it "assign users to the Customer Service Representative role." . It should assign the user to "Agent role" instead.

upvoted 3 times

N8n0z 1 year, 8 months ago

Agree with TheLadyB

upvoted 1 times

Question #5 *Topic 8*

Introductory Info

Case study -

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To start the case study -

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Background -

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
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

Correct Answer: *A*
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.

Community vote distribution
A (58%) C (42%)

Icky Highly Voted 6 months, 2 weeks ago
Selected Answer: A
Correct
upvoted 6 times

BrettusMaximus 6 months, 1 week ago
Best practice is to separate different functionality to groups of users.
upvoted 1 times

Whataboutno Highly Voted 7 months, 2 weeks ago
Selected Answer: C
Should be C
upvoted 5 times

MP270915 Most Recent 5 months, 2 weeks ago
Selected Answer: A
Should be A
upvoted 1 times

BrettusMaximus 6 months, 1 week ago
A:
Requirements state "Application use layout should be role specific."
upvoted 4 times

Question #6 *Topic 8*

Introductory Info

Case study -

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The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

▪

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

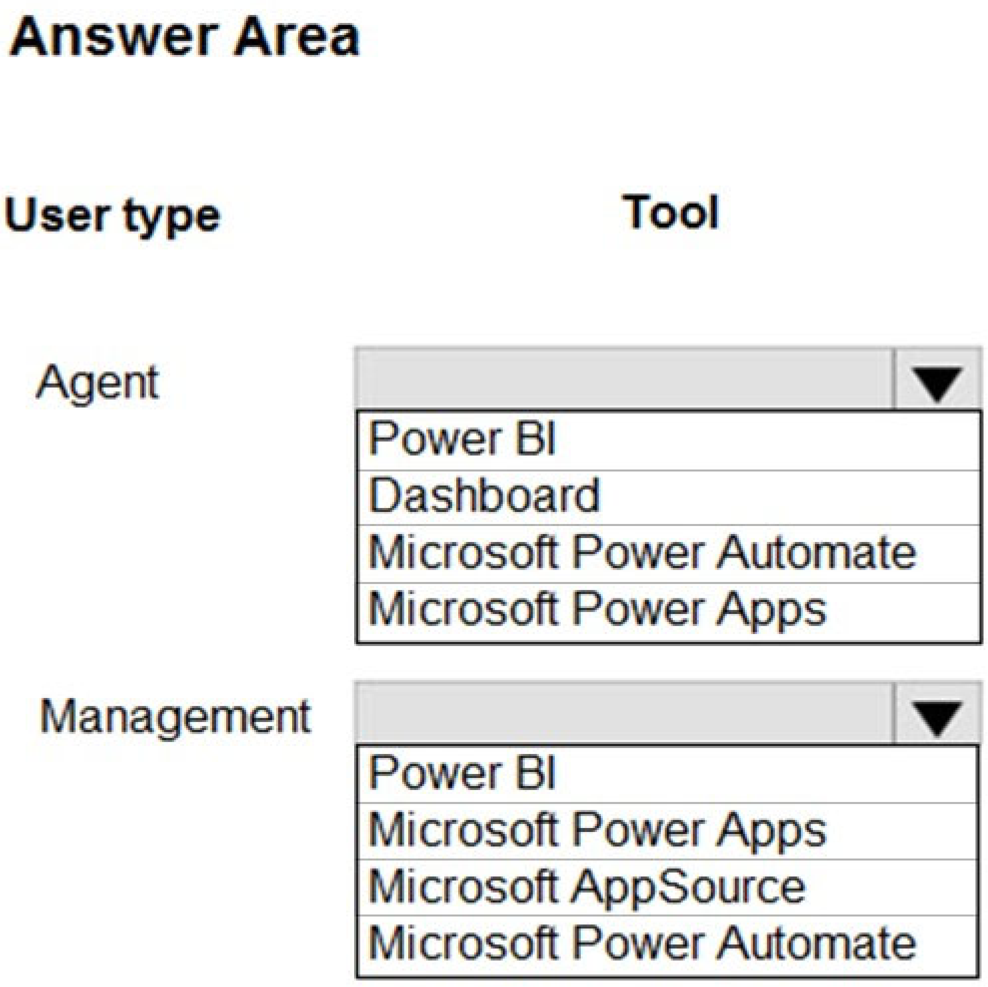
IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

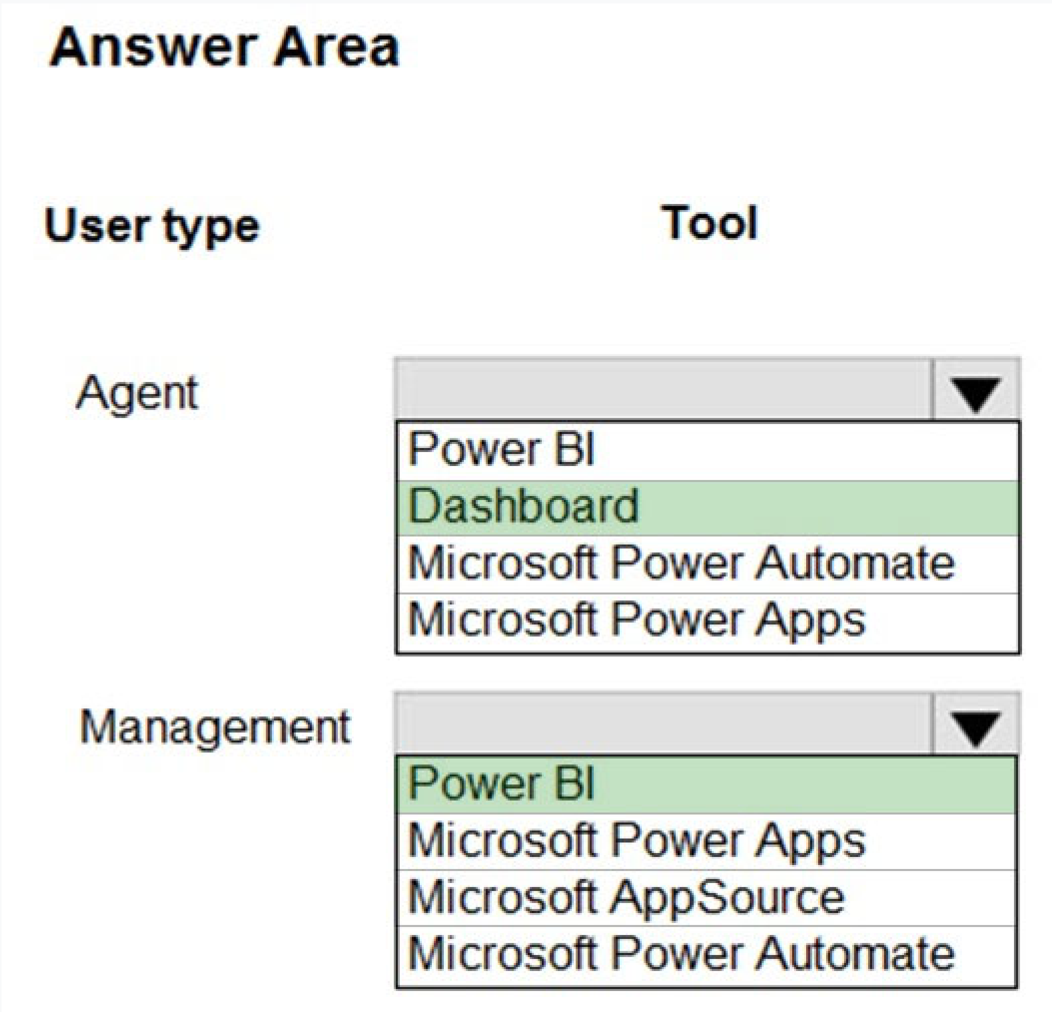
Management -
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance -
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question
HOTSPOT -
You need to recommend tools for agents and management.
Which tools should you recommend? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



Correct Answer:



Box 1: Dashboard -

Agents need dashboards to show a current count of all reservations on the entity.

Box 2: Power BI -

Management requires paginated reports for stakeholders.

freddie11 Highly Voted 7 months, 1 week ago

Agents - Microsoft Power Apps (They need an app that will have different features)
Management - Power BI(To make Informed decisions)

upvoted 14 times

PneStck Most Recent 3 months, 3 weeks ago

"Agents need a solution to replace paper reservation checklists." which is done best by BPF.
Other requirements too can be done via Dashboard (Model Driven App)

Hence, Dashboard and PowerBI is answer.

upvoted 1 times

Icky 6 months, 2 weeks ago

Agents is PowerApps, Management is PowerBI

upvoted 4 times

SW85 4 months, 2 weeks ago

True, with the assumption the Power Bi dashboard needed would be surfaced in said Power App.

upvoted 2 times

originalwitness 8 months, 3 weeks ago

Given everything the agent needs, I believe the answer is correct.

upvoted 2 times

AlRe 4 months, 3 weeks ago

Since you can go directly from the dashboard to the relevant table rows the dashboard is the major tool for the agent.
PowerBI for management.

upvoted 2 times

Icky 5 months, 1 week ago

How do you think Agents will track reservation issues with a dashboard?

upvoted 3 times

twin 9 months ago

IDK, agents need whole bunch of things.. Power Apps answer IMO suits better..

upvoted 3 times

Topic 9 - Testlet 6

Question #1 *Topic 9*

Introductory Info

Case study -

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

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

specifications and maintenance requirements.
You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.
Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.
Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.
▪

Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question
HOTSPOT -
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.

Hot Area:

Answer Area

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.

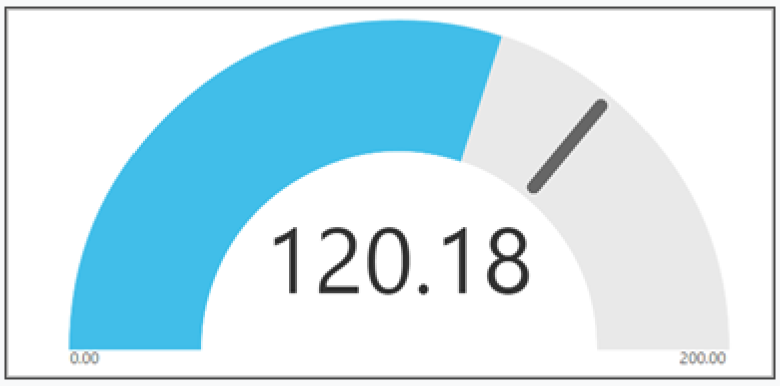
Correct Answer:

Answer Area

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.

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).



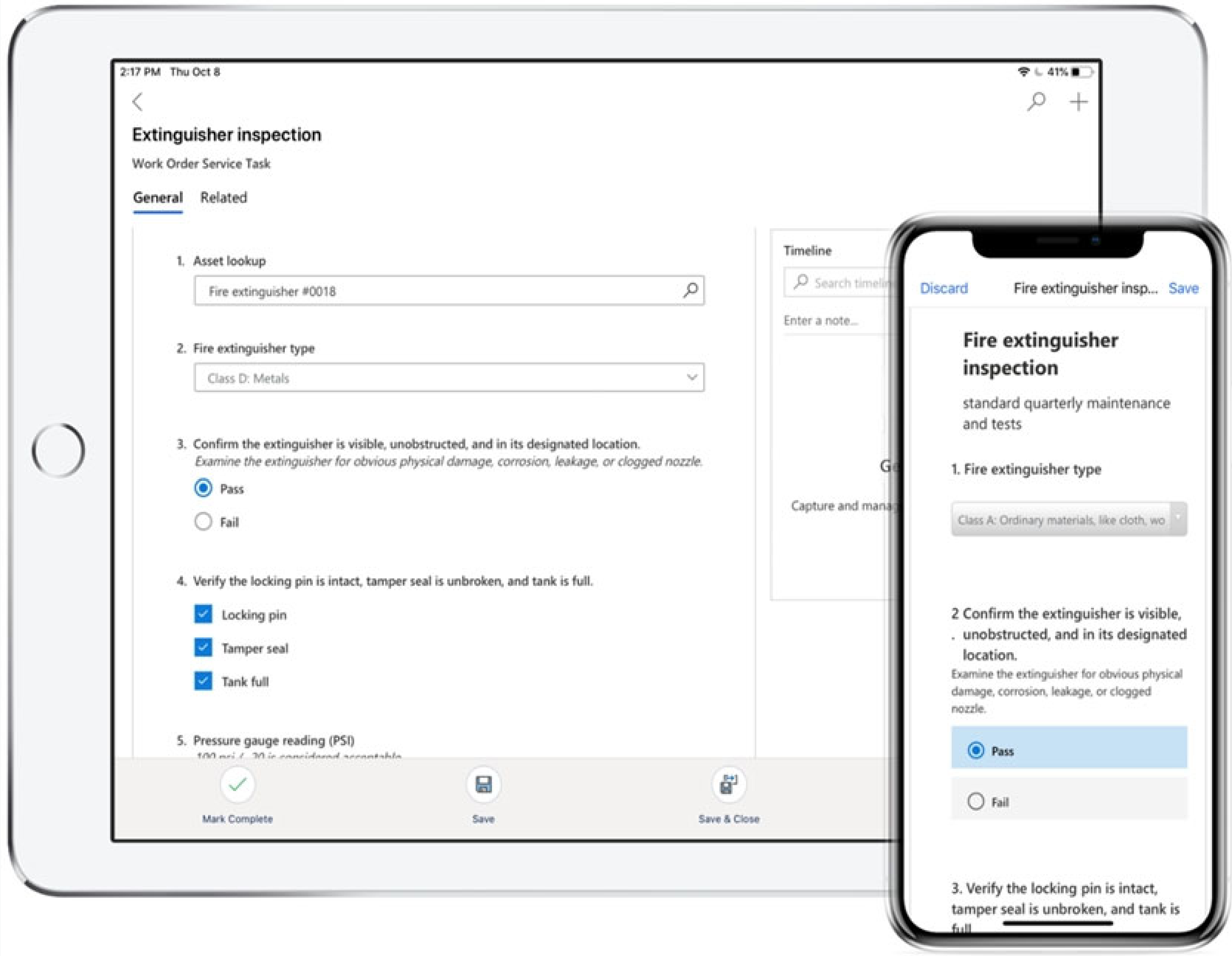
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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:



Reference:
https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-radial-gauge-charts https://docs.microsoft.com/en-us/dynamics365/field-service/inspections

ClairFraser 5 months ago
Seems correct
upvoted 3 times

BrettusMaximus 6 months, 1 week ago
1: Custom Visualization component
2: Configure mobile offline synchronization
upvoted 1 times

Icky 6 months ago
#2 no. Its for "ON-SITE"
upvoted 1 times

bingomutant 8 months, 2 weeks ago
First part is definitely not radial gauge - thats a visual representing progress towards a target - not what is required here.
upvoted 1 times

Icky 6 months ago
The radial gauge can be configured with min/max tolerances. What part of the requirement don't you think it meets?
upvoted 4 times

Question #2 *Topic 9*

Introductory Info

Case study -

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Background -

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Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

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The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
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Inspection orders -
Inspection orders must:
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- Include information about the person who performed each inspection step and any comments made by the inspector.
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- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

HOTSPOT -
You need to recommend solutions to meet the integration requirements.
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

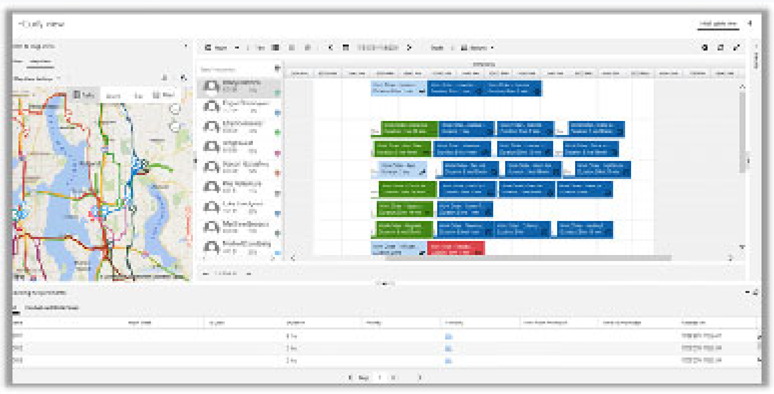
Answer Area

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

Box 1: Schedule board -

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

When you're looking at the schedule board for the current day, you'll see a blue line that indicates the current time of day. You can also see a picture of all the resources listed on the schedule board. To quickly view contact information for a resource, hover over their name to view the contact card.



Box 2: Azure IoT Central connector

Azure IoT Central makes it easy to connect, monitor, and manage your IoT devices at scale. With the IoT Central V3 connector, you can trigger workflows when a rule has fired, and take actions by executing commands, updating properties, getting telemetry from devices, and more. Use this connector with your Azure IoT

Central V3 application.

This connector is available in the following products and regions:

Service	Class	Regions
Logic Apps	Standard	All Logic Apps regions except the following: - Azure Government regions - Azure China regions
Power Automate	Premium	All Power Automate regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet
Power Apps	Premium	All Power Apps regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board https://docs.microsoft.com/en-us/azure/iot-hub/about-iot-hub

BrettusMaximus Highly Voted 6 months, 1 week ago
Answer is correct
as per Topic 6 Question 5 Schedule, IOT Hub
upvoted 8 times

Whataboutno Highly Voted 7 months, 2 weeks ago
Same question in Topic 6 Question 5. Should be Schedule Board, Azure IOT Central Connector
upvoted 8 times

originalwitness Most Recent 8 months, 3 weeks ago
The second question is central connector.
upvoted 6 times

Question #3 *Topic 9*

Introductory Info

Case study -

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To start the case study -

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -

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

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

Analytics and reporting -

The solution must:

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

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

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

Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

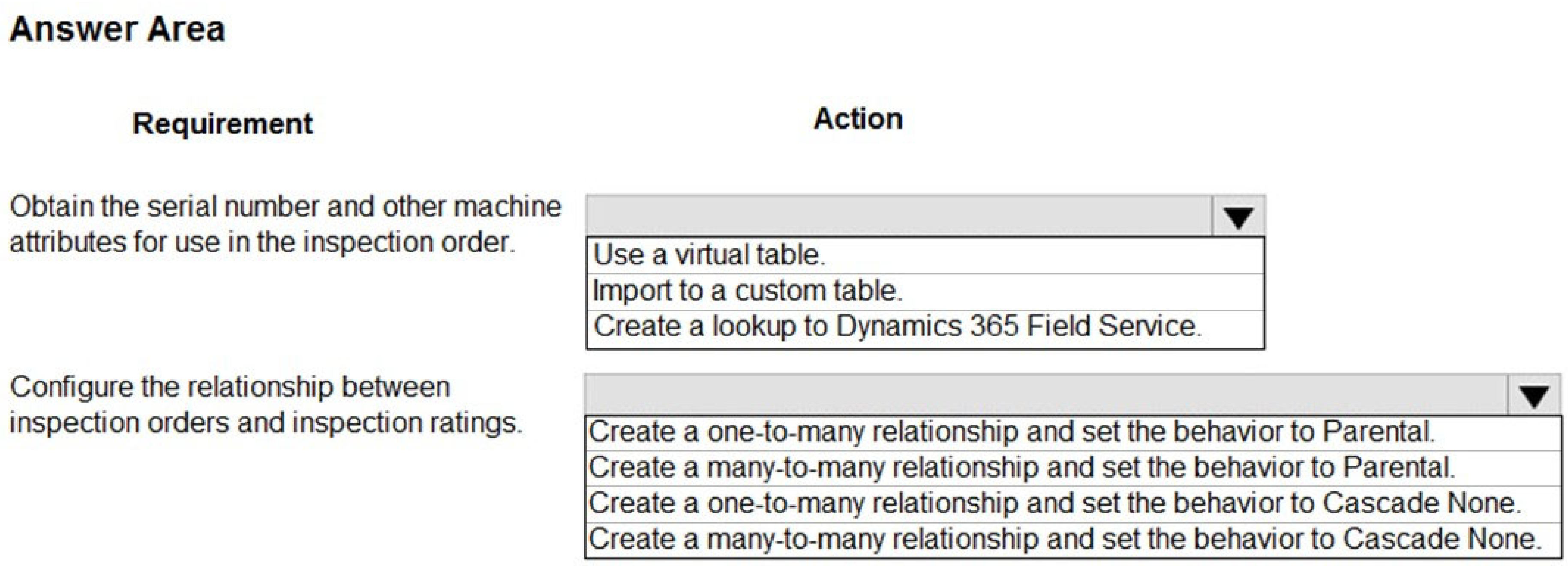
HOTSPOT -

You need to design the quality inspection order data model.

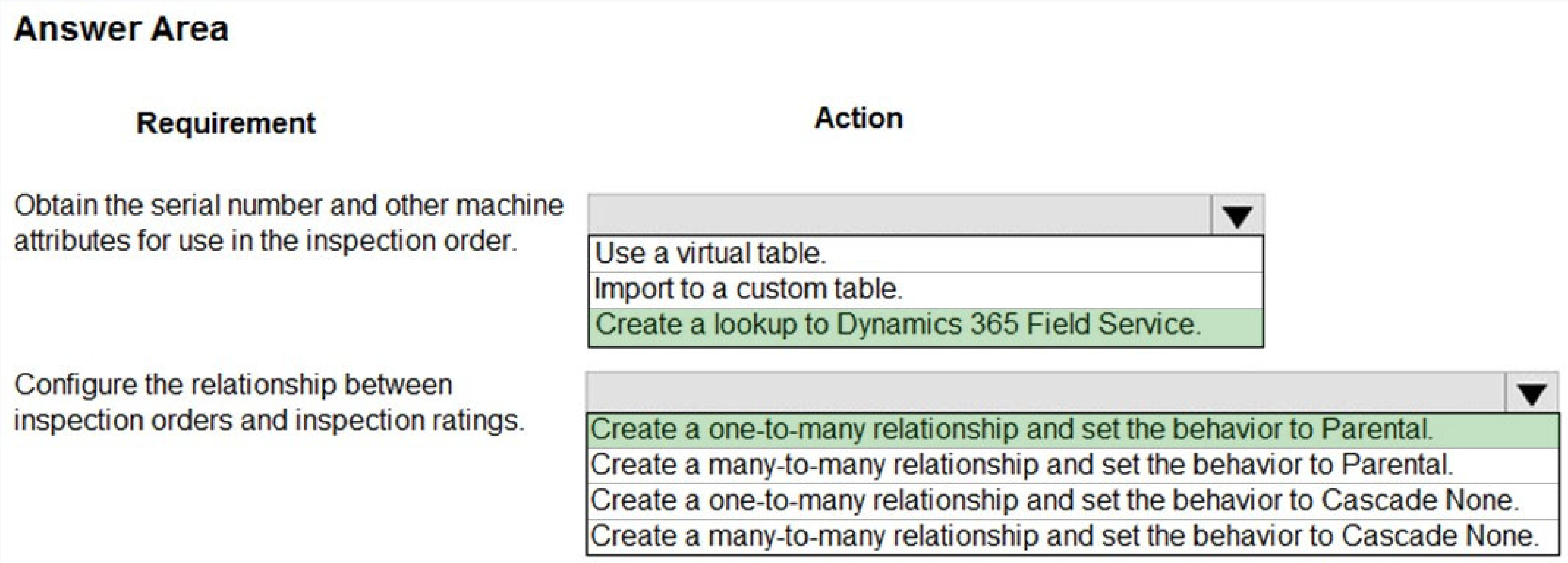
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Create a lookup to Dynamics 365 Field Service

Scenario: Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Entity lookup: Allows technicians to choose a Dynamics 365 record. In the inspection designer interface, admins must select an entity and a field to display. For a chosen entity, the Name field and mandatory fields are the entity attributes that can be displayed in the lookup.

Box 2: Create a one-to-many relationship and set the behavior to Parental

Scenario: Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Be automatically marked as failed if one inspection step rating is marked as failed.

Each inspection order can have one or many inspection steps, and each inspection step has a rating.

Note: Each pair of tables that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet usually only one of those relationships can be considered a parental table relationship.

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/inspections https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

BrettusMaximus Highly Voted 6 months, 1 week ago

1: Virtual table
2: One to many parental

upvoted 8 times

BrettusMaximus 6 months, 1 week ago

The current system states "Machines are assigned serial numbers and placed in stock until they are shipped to customers." Thus there is a current system which handles this.

upvoted 2 times

BrettusMaximus 6 months, 1 week ago

The machine cannot be put into Field Service until it has a certificate. It must be inspectd before it gets a certificate.

upvoted 4 times

jacek_s Most Recent 6 months, 1 week ago

Correct

upvoted 2 times

Question #4 *Topic 9*

Introductory Info

Case study -

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes.

The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

HOTSPOT -
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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/database-security https://docs.microsoft.com/en-us/power-query/dataflows/overview-dataflows-across-power-platform-dynamics-365

Whataboutno Highly Voted 7 months, 2 weeks ago

Preventing editing comes from a business state (when it is finalized) It seems an issue of a Business Rule not security role.

I go for Business Rule for the first one.

upvoted 18 times

ClairFraser Most Recent 5 months ago

1- Business Rule- prevents editing (entity level)
2 - Form property - prepares documentation. This is not the business rule that makes the field required, but the property that captures the documentation

upvoted 3 times

TheBinMan 4 months, 2 weeks ago

I would of said data flow - not sure when the properies of a form fits in https://learn.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/form-properties-legacy?view=op-9-1

upvoted 1 times

dudenKo 5 months, 3 weeks ago

Both Business rules I would say.
1. prevent editing by setting fields read only
2. they must fill in information and upload image if failed, so again field requirement (both other answer makes no sense in this case)

upvoted 4 times

Icky 6 months ago

First one is business rule

upvoted 1 times

Question #5 *Topic 9*

Introductory Info

Case study -

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Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -
Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

You need to manage user access to the app.
Which two connection types should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Virtual table with a customer connector

B. Office 365 Outlook connector

C. Microsoft Dataverse connector

D. Office 365 Users connector

Correct Answer: *CD*

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

Community vote distribution

CD (100%)

Icky Highly Voted 6 months ago

Selected Answer: CD

The answer is correct

upvoted 7 times

BrettusMaximus Most Recent 6 months, 1 week ago

1: Virtual Table with custom connector
2: Microsoft Dataverse connector
Employee information is maintained only within the accounting system (i.e virtual table)

upvoted 1 times

Icky 6 months ago

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

upvoted 1 times

BrettusMaximus 6 months, 1 week ago

Machines are assigned serial numbers and placed in stock (virtual table)

upvoted 1 times

al454 4 months, 2 weeks ago

stock are fs asset

upvoted 1 times

freddie11 7 months, 1 week ago

Correct

upvoted 1 times

niru13 8 months, 2 weeks ago

Correct

upvoted 3 times

Question #6 *Topic 9*

Introductory Info

Case study -

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▪

Inspection standardization -
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -
Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final.

Analytics and reporting -
The solution must:
Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine.

Issues -
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

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.

Correct Answer: *A*
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.

Community vote distribution

B (90%) 10%

freddie11 Highly Voted 7 months, 1 week ago

Selected Answer: B

Create relationship

upvoted 5 times

petertwilliams Most Recent 3 months, 3 weeks ago

Selected Answer: A

Answer is probably correct.
If answer was B, the solution would be so broken that it is very unlikely that this issue would be raised ahead of more serious ones.
It all depends on how the photos are being stored.

upvoted 1 times

Icky 6 months ago

Selected Answer: B

The answer explanation provided has nothing to do with the Case Study issue. The question has to do with failed inspection photos not employee photos. The answer is B

upvoted 4 times

[Removed] 8 months, 1 week ago

Users should be able to upload multiple files, therefore the relationship is either not created, or testers do not have access to that table

upvoted 3 times

Question #7 *Topic 9*

Introductory Info

Case study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment -

Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes.

The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements -

General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders -

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

▪

Inspection standardization -

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

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

Analytics and reporting -

The solution must:

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

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

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

Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question

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. within the default Dynamics 365 Field Service environment

C. in a separate Microsoft Dataverse environment in the same instance as the Dynamics 365 Field Service environment

D. in a separate Dataverse environment with Dynamics 365 apps enabled

Correct Answer: *A*

General requirements include:

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Community vote distribution

A (100%)

ArezouDynamics 4 months, 1 week ago

It also saves them the license... Since it is going to be under Dynamics Products Env. So A for me too.

upvoted 1 times

ClairFraser 5 months ago

Selected Answer: A

The existing FS environment already contains the machines which will be the resources for the inspection process as well as some other data

upvoted 2 times

Topic 10 - Testlet 7

Question #1 *Topic 10*

Introductory Info

Case study -

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Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

- appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Workers must be able to communicate in near real-time with worker support agents.
You must minimize development and administrative effort required to implement the solution.

Client company visits -
Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information -
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access -
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform -
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics -
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps.
Updates to data must be displayed in near real time.

Security -
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
Worker records must only be viewed by the recruiting office that the worker visits.
Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues -
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network

connectivity.
The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.
▪

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

A. App checker

B. Errors function

C. Solution checker

D. Power Platform admin center

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

Community vote distribution
AC (100%)

Icky 6 months ago
Selected Answer: AC
Correct
upvoted 3 times

ettie54f_p929n 9 months, 1 week ago
Selected Answer: AC
corrext
upvoted 2 times

VJ345 10 months ago
Given answer is correct
upvoted 4 times

giogo 11 months, 3 weeks ago
Selected Answer: AC
correct
upvoted 3 times

shibax 11 months, 3 weeks ago
A,D is correct . I think
upvoted 2 times

shibax 10 months ago
sorry,given answer is correct
upvoted 1 times

shibax 11 months, 3 weeks ago
sorry, A,B is correct! I think
upvoted 1 times

freddie11 7 months, 1 week ago
Not correct sir, it is A & C
upvoted 1 times

jagibe 12 months ago

correct

upvoted 3 times