Microsoft PL-600 Exam

Certification Provider: Microsoft

Exam: Microsoft Power Platform Solution Architect

Duration: 2 Hours

Number of questions in the database: 152

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Exam Topics:

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Case Study 1 - First Up

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.

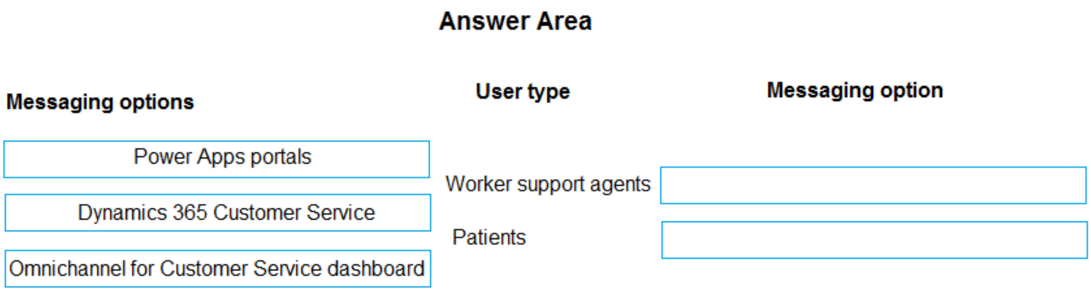
Issues

The organization reports the following issues:

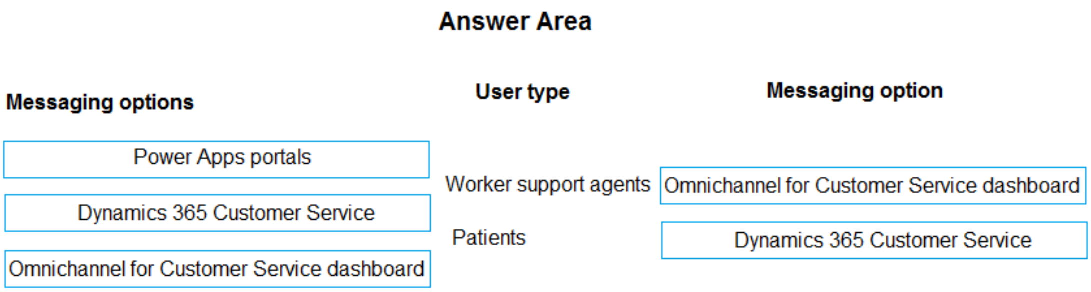
- Recruiters report that they cannot see historical job placement data for workers.
- API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
- Users cannot view Power BI reports within the Power Platform apps.
- Some security clearance information for 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 1

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:



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

Power_Ninja Highly Voted 1 year, 7 months ago

First one could be correct but second should be portal? A patient won't be accessing the system directly?

upvoted 8 times

wfrf92 1 year, 5 months ago

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

upvoted 2 times

CDDT 1 year, 4 months ago

The 2nd is correct because the requirement is: "First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases." Indeed, you can migrate medical data from legacy system: "The records held in these systems will not be migrated to the new solution except for medication information." While data about patient remains in the old system.

upvoted 2 times

Eskape Most Recent 1 year, 4 months ago

Second is not portal because portals work with dataverse which is online. Their system is offline so most likely dynamics on premise

upvoted 1 times

Jpb99 1 year, 5 months ago

1. Omni-Channel (Near real time communication.
2. Portal (External Access)

upvoted 3 times

N8n0z 1 year, 8 months ago

Correct I think

upvoted 2 times

Question 2

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

ET User: CD

CD (91%) 9%

Icky Highly Voted 6 months, 1 week 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 1 month, 2 weeks ago
Selected Answer: CD
Sure CD
upvoted 1 times

BrettusMaximus 5 months, 4 weeks ago
C and D
The dashboards must be embedded into the Power Platform apps.

~~ET 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~~

Question 3

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

ET User: AC

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 3 months, 4 weeks 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 3 months, 4 weeks 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, 2 weeks ago
Selected Answer: AC
Due to offline capabilities.
upvoted 1 times

Icky 6 months 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, 1 week 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 12 months 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

~~ET 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~~

Question 4

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:

Answer Area

Technologies	Group of users	Technology
Microsoft Teams		
Power Apps portals	First Up employees	
Microsoft 365 Business Voice	Workers	

ET User:

Box 1: Microsoft Teams

Box 2: Power Apps portals

Jpb99 1 year, 5 months ago
Teams
Portals (also need chatbot to request, and see records online)
upvoted 3 times

dbaguypw 1 year, 6 months ago
Feels like the second one should be Portals:

"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."
upvoted 3 times

Power_Ninja 1 year, 7 months ago
First option seems correct, second option can't be correct and should be portals because accessing data is mentioned most of the time and nothing about calls
upvoted 3 times

ZVV 1 year, 8 months ago
I'm not sure about the answers.
For workers we have another question above, and there they use Omnichannel for Customer Service dashboard. It probably means they use Portal.

For employees they prol y need a faster way to communicate on medical cases, so BV would be more appropriate.
upvoted 2 times

N8n0z 1 year, 8 months ago
Correct
upvoted 3 times

ET Answer:

Answer Area

Technologies

- Microsoft Teams
- Power Apps portals
- Microsoft 365 Business Voice

Group of users	Technology
First Up employees	Microsoft Teams
Workers	Microsoft 365 Business Voice

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

Question 5

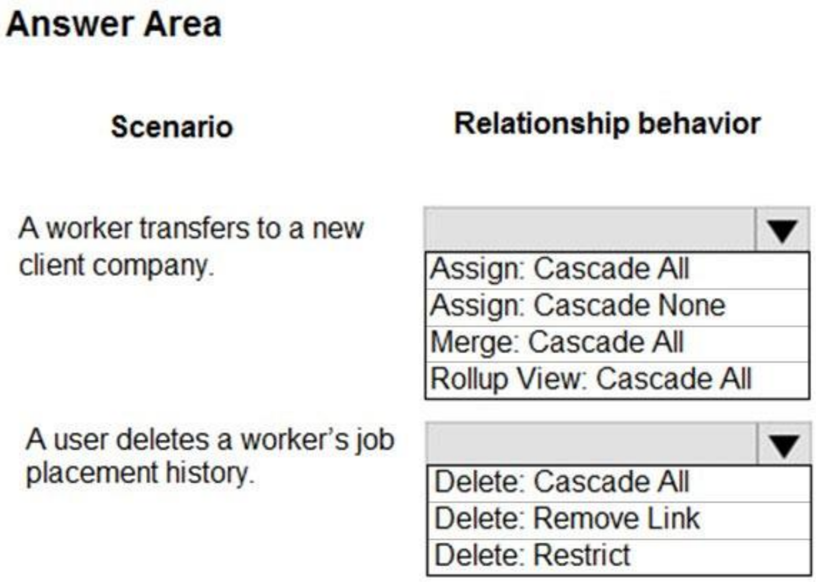
HOTSPOT -

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

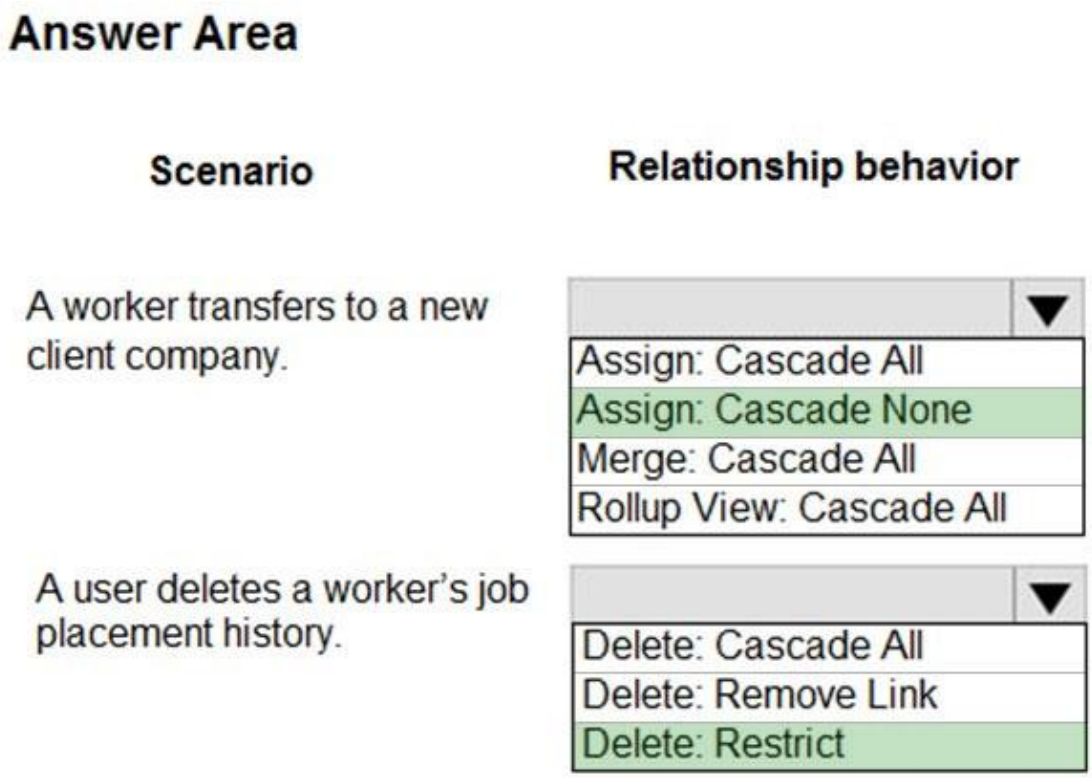
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer:



Box 1: Assign: Cascade None -
Scenario: Worker still records must be archived after ten years and are then removed from the main system.
Assign: The referenced table record owner is changed.
Cascade None: Do nothing.
Incorrect Answers:
Cascade All: Perform the action on all referencing table records associated with the referenced table record.

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

ZVV 1 year, 7 months ago
Why we should have Cascade None in the First?
I believe we should have Assign/Cascade All? But not sure...
upvoted 1 times

datchattdude 1 year, 7 months ago
I think it's because they want to maintain a historical reference of the work that person did when they were at the original company.
upvoted 3 times

N8n0z 1 year, 8 months ago
Rollup view for the first one?
upvoted 1 times

CDDT 1 year, 4 months ago
No Rollup view because it is a behaviour related activities visibile from child to parent entity, but the change placement doesn't involve acitivities. Instead, the Worker of a company must keep on tracked in the old history and don't be changed.
upvoted 1 times

Question 6

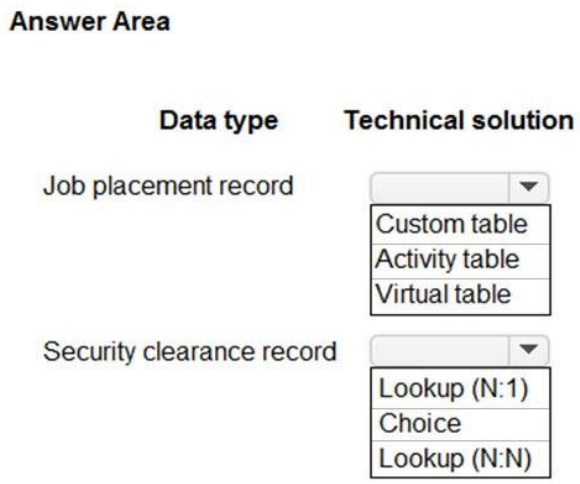
You need to recommend technology for accessing historical job placement data.
What should you recommend?
A. Power Virtual Agents chatbots
B. Virtual tables
C. Power BI
D. Power Automate flows

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.

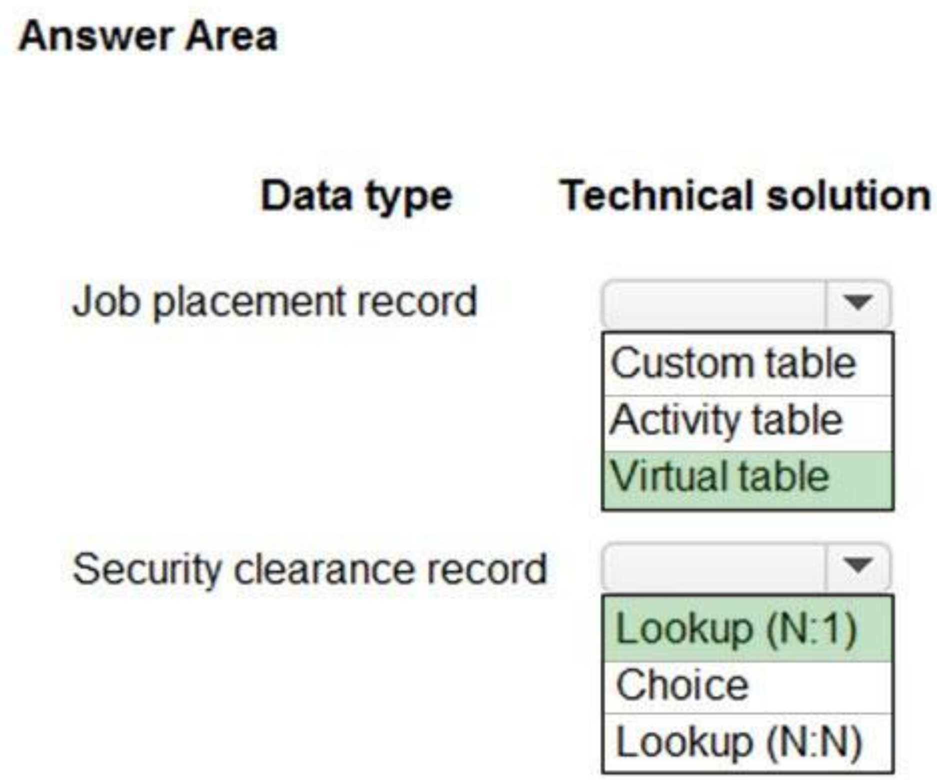
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

Question 7

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:



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 ago
1: Custom
2: Lookup 1:N
upvoted 7 times

Snocer 4 months, 3 weeks 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 8

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

ET User:

Box 1: Azure Cognitive Services

Box 2: AAD B2C

Box 3: D365 Field Service

kenwj2342 Highly Voted 1 year, 2 months ago
Azure cognitive services
B2C
Field service
upvoted 19 times

cleon37 4 months, 1 week ago
Seriously ,.....How can ACS provide personal and skills information? Such information is available enough to be extracted by AI.
upvoted 3 times

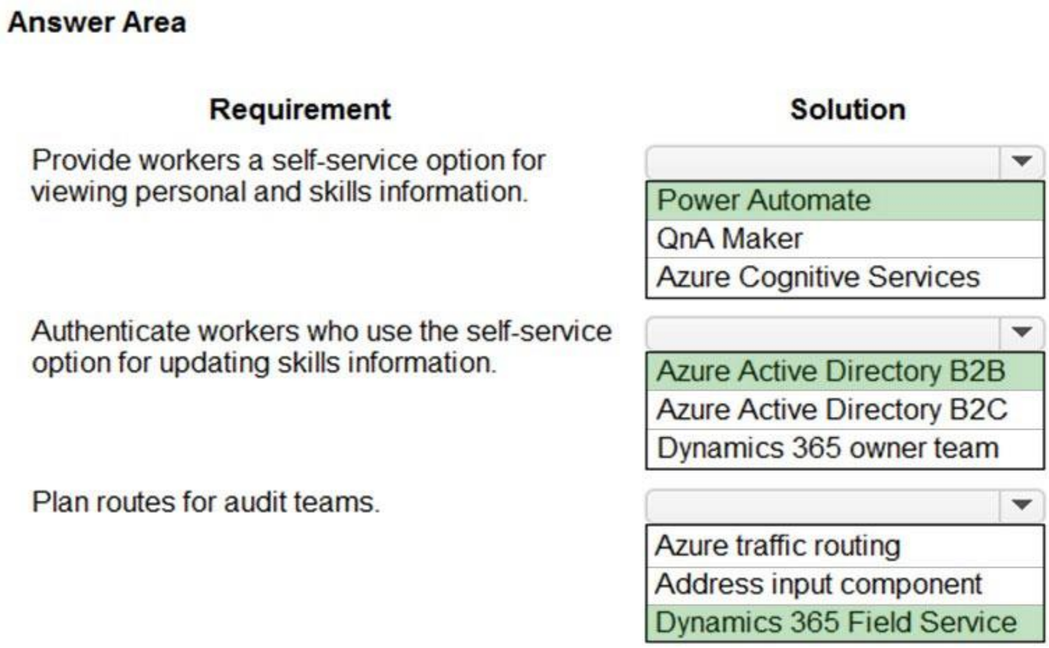
Icky Highly Voted 6 months ago
The first one - I'm not sure how any of those can help. I do not think it is ACS or PA, Q&AM will be gone. anyway.... For the second, B2C. These temporary workers should be using their personal authentications and not their placement companies authentication. Third is Field Service.
upvoted 5 times

Wasea Most Recent 2 months, 4 weeks 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, 2 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 4 months, 3 weeks 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

ET Answer:



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

Question 9

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.

ET User:

Box 1: Assign Power BI Licenses to users.

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, 1 week 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, 2 weeks ago

and they can already access the Power App so they alreay have access to M365

upvoted 1 times

Xeniya 11 months, 3 weeks ago

I guess because of:

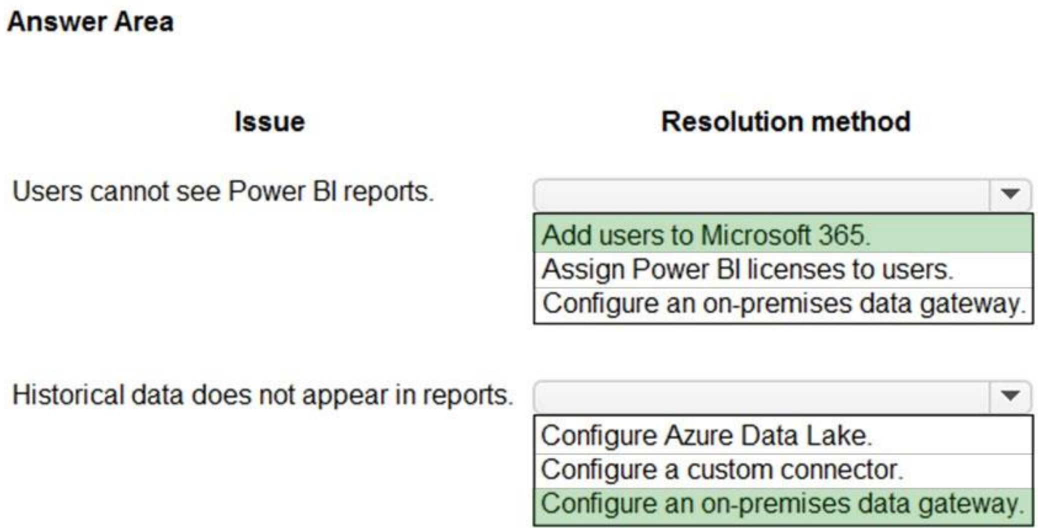
Users cannot view Power BI reports within the Power Platform apps.

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

ET Answer:



~~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

Question 10

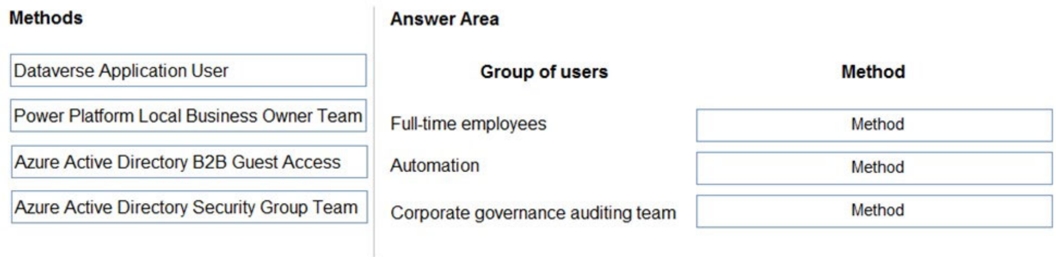
DRAG DROP -

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

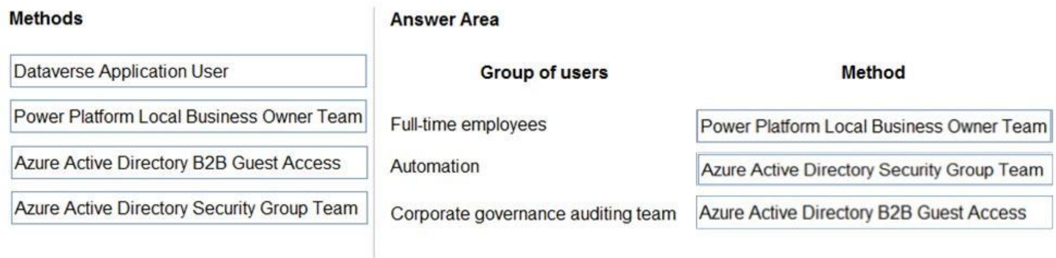
What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Answer:



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 11 months, 3 weeks 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 ago
For automation i'll go with app user.
upvoted 4 times

ArezouDynamics 4 months ago
cause we shouldn't waste a license for the time that app users can be helpful.
upvoted 1 times

giogo 11 months, 1 week ago
correct
upvoted 1 times

Question 11

You need to investigate the canvas app functionality issues.
Which two tools can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. App checker
B. Errors function
C. Solution checker
D. Power Platform admin center

Answer: AC
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/

Case Study 2 - Relecloud

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment

- The company uses Microsoft Office 365.
- The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.
- The company uses vendors to service aircraft.

Environment

- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.
- Minimize the use of third-party products and custom development.
- Reduce customer support call volumes by having the system automatically resolve common issues.
- The security rule for agents must contain the privileges in the default Customer Service Representative security role.
- Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the 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 1

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

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.

Question 2

You need to select an appropriate app for Relecloud.
Which app should you recommend?
A. Dynamics 365 Field Service
B. Dynamics 365 Sales
C. Dynamics 365 Project Operations
D. Dynamics 365 Customer Service

Answer: D
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

Question 3

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

ET User: C

arriori Highly Voted 7 months 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 ago
Selected Answer: C
Entity Relationship Diagram - ERD
upvoted 1 times

makhfi 5 months ago
Correct! Answer is C.
upvoted 1 times

Icky 6 months ago
Selected Answer: C
ERD of course. IT wants to understand the relationships.
upvoted 2 times

mscert_iy 6 months, 3 weeks ago
Selected Answer: C
C. ERD shows the relationships so they can build their reports
upvoted 2 times

bingomutant 8 months 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, 1 week ago
C is correct (Entity relationship diagram (ERD))
upvoted 3 times

ET 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

Question 4

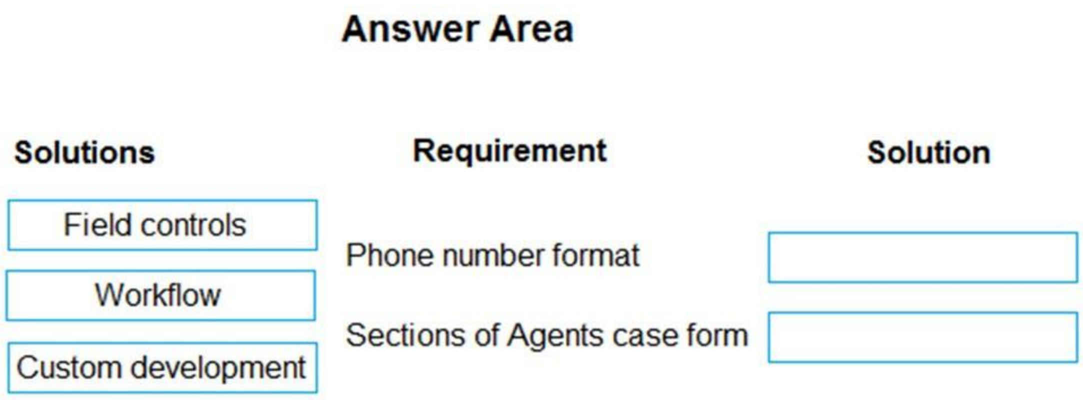
DRAG DROP -

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:



ET User:

VJ345 Highly Voted 9 months 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, 2 weeks ago

1 and 3. Can't think of the benefit of a workflow in this scenario.

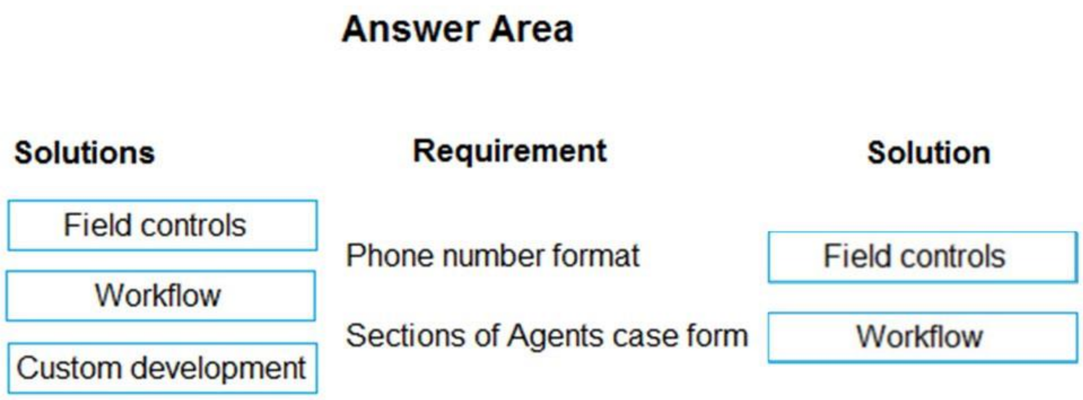
upvoted 2 times

Icky 6 months ago

Field Controls and Custom Development. Workflows won't show variable sections, you would use javascript for that, ie custom dev

upvoted 2 times

ET 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.

Question 5

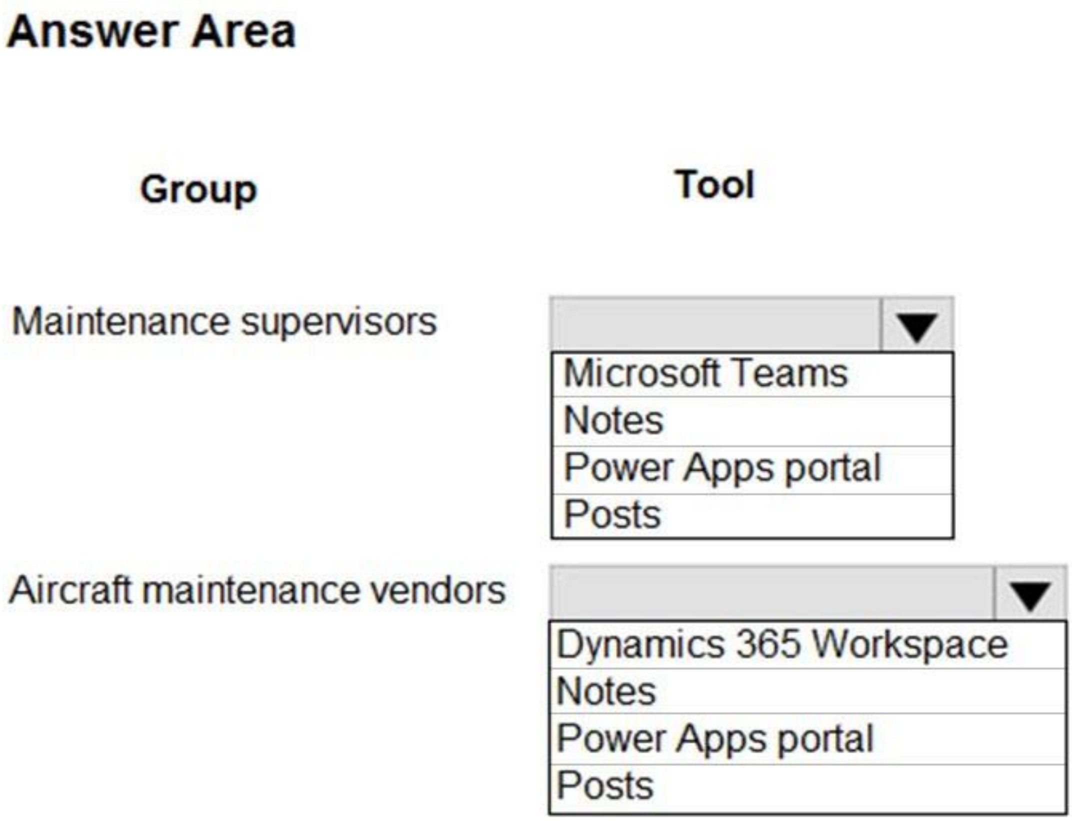
HOTSPOT -

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:



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, 2 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, 1 week 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 ago
Correct
upvoted 3 times

Question 6

You need to recommend a feature that erases agent workloads and resolves reported issues.

What should you recommend?

A. Dynamics 365 Customer Service default functionality

B. Microsoft AppSource

C. Microsoft Store

Answer: A

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

Question 7

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

ET User: B

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 1 month, 2 weeks ago

Selected Answer: B

B: you can temporarily hide options and add new options

upvoted 1 times

AlRe 4 months, 2 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 ago

Selected Answer: B

B is the best choice. They want to grow this list.

upvoted 3 times

giogo 11 months, 1 week ago

Selected Answer: B

Lookup as there needs to be a way to mark meals as unavailable

upvoted 4 times

David_Zed 12 months 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 ago

This is a good explanation and persuaded me that B is correct. Thanks.

upvoted 1 times

~~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 â€" 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/~~

Question 8

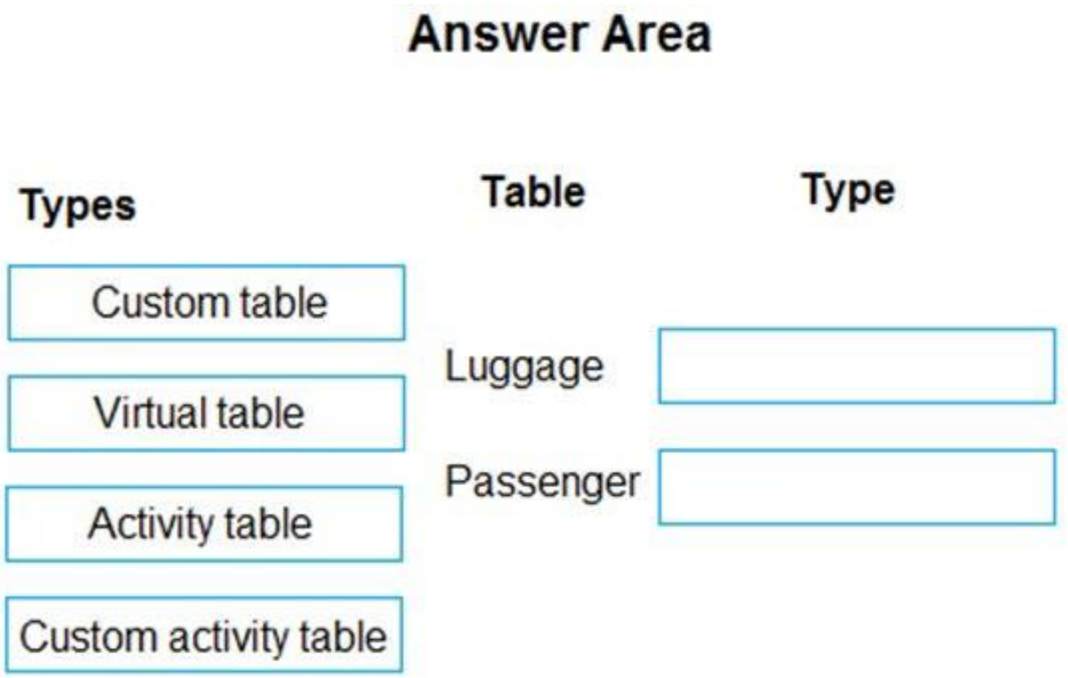
DRAG DROP -

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.

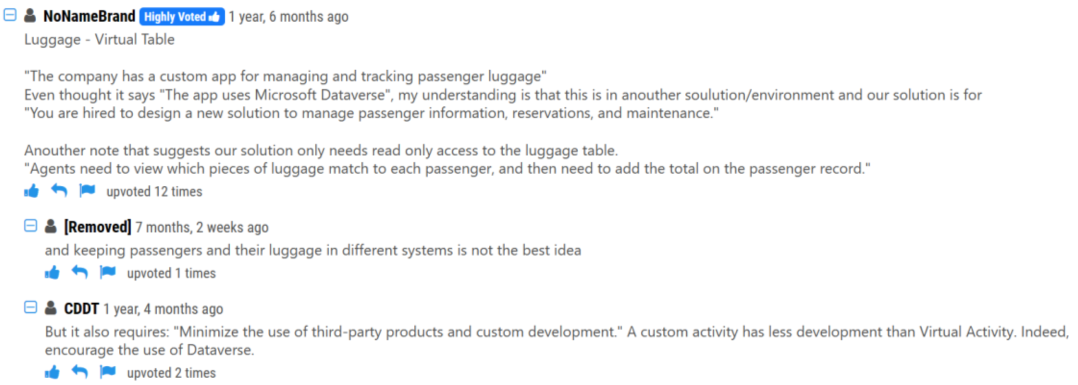
NOTE: Each correct selection is worth one point.

Select and Place:



ET User:

Box 1: Virtual Table (Not sure)



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] 7 months, 2 weeks ago

and keeping passengers and their luggage in different systems is not the best idea

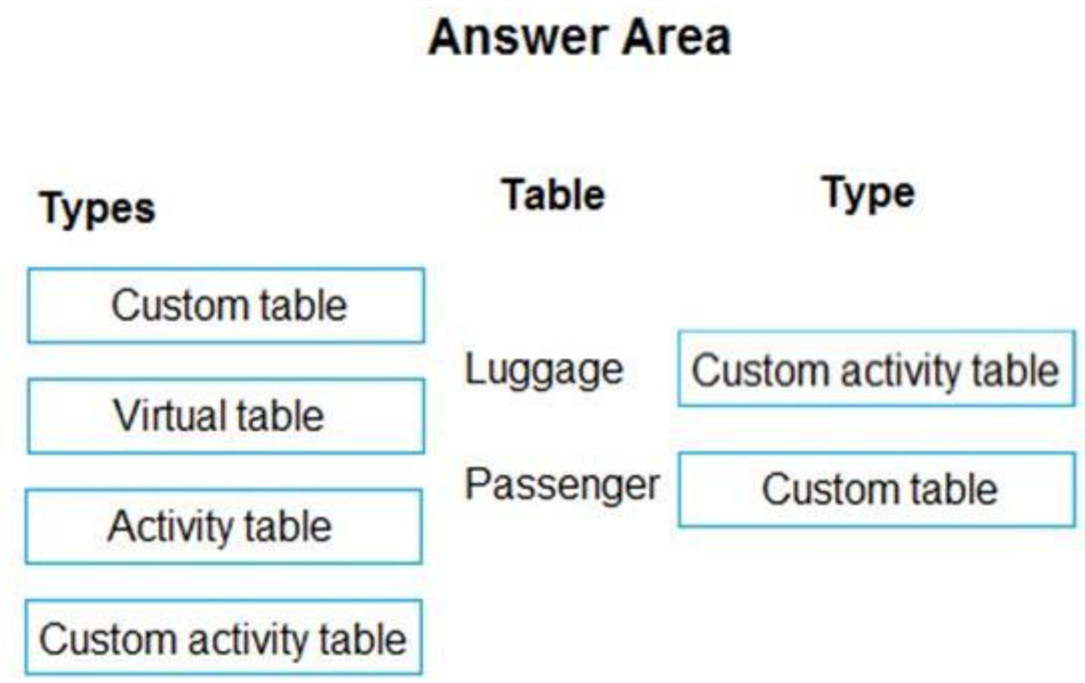
upvoted 1 times

CDDT 1 year, 4 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

ET 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.
[Exam PL-600 topic 8 question 2 discussion - ExamTopics]()

Question 9

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

ET User: B

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 ago
B is the correct answer!
upvoted 7 times

AIRe Most Recent 4 months, 2 weeks ago
Selected Answer: B
I don't find any reference to on-premises services in the scenario.
upvoted 1 times

~~ET 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~~

Question 10

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.

ET User: AEF

AEF (100%)

TheLadyB Highly Voted 1 year, 8 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, 1 week 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

ET 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

Question 11

You need to provide the IT team and managers with a mobile solution.
How many apps should you recommend?
A. one app for each job role
B. one app for each user
C. one app for all employees of the team
D. one app for each team of employees

Answer: A
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.

A (58%) C (42%)

Icky Highly Voted 6 months ago

Selected Answer: A

Correct

upvoted 6 times

BrettusMaximus 6 months ago

Best practice is to separate different functionality to groups of users.

upvoted 1 times

Whataboutno Highly Voted 7 months, 1 week ago

Selected Answer: C

Should be C

upvoted 5 times

MP270915 Most Recent 5 months, 1 week ago

Selected Answer: A

Should be A

upvoted 1 times

BrettusMaximus 5 months, 4 weeks ago

A:
Requirements state "Application use layout should be role specific."

upvoted 3 times

Question 12

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.

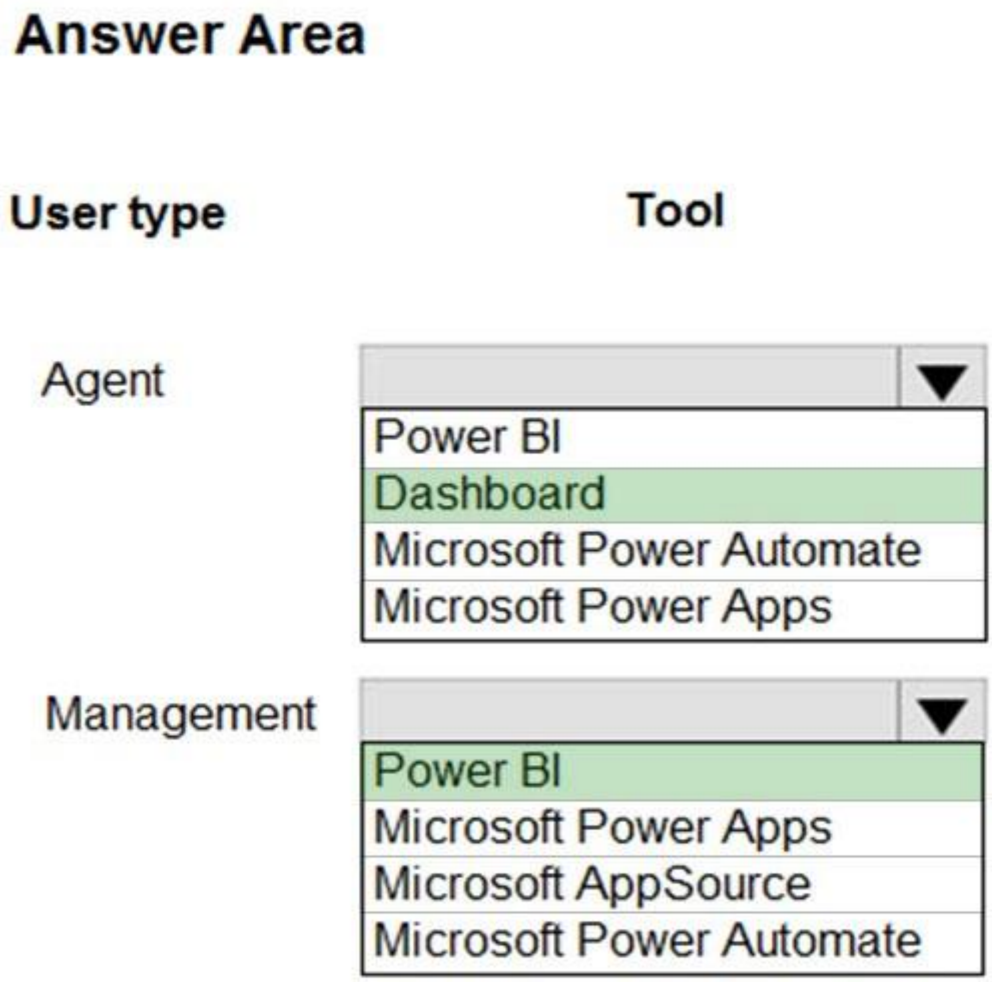
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

User type	Tool
Agent	Power BI Dashboard Microsoft Power Automate Microsoft Power Apps
Management	Power BI Microsoft Power Apps Microsoft AppSource Microsoft Power Automate

Answer:



Box 1: Dashboard -

Agents need dashboards to show a current count of all reservations on the entity.

Some ET Users think Box 1 should be Power Apps, I'm not sure.

Box 2: Power BI -

Management requires paginated reports for stakeholders.

freddie11 Highly Voted 7 months 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, 2 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 ago

Agents is PowerApps, Management is PowerBI

upvoted 4 times

SW85 4 months ago

True, with the assumption the Power Bi dashboard needed would be surfaced in said Power App.

upvoted 2 times

originalwitness 8 months, 1 week ago

Given everything the agent needs, I believe the answer is correct.

upvoted 2 times

AlRe 4 months, 2 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 ago

How do you think Agents will track reservation issues with a dashboard?

upvoted 3 times

twin 8 months, 3 weeks ago

IDK, agents need whole bunch of things.. Power Apps answer IMO suits better..

upvoted 3 times

Case Study 3 - Fabrikam, Inc.

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 1

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. Power Apps Studio
D. Data Migration utility

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 â€" built on Microsoft Dataverse â€" 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

PN20 1 year, 4 months ago
The table creation capability in Dataverse for Teams meets the criteria of the inspection checklists. Plus, it supports files, images and other basic data types. The correct answer is B – Dataverse for Teams.
upvoted 3 times

CDDT 1 year, 4 months ago
I think the correct is A: Maker Portal to package entities, components and customizations into a solution. Create a dedicated Canvas App could be complex because the assets/machine/resources are all tracked inside D365 Field Service. Indeed, employees are certified working on Field Service inspections and maintenance. So, at the beginning, you can take leverage on customizations applicable on OOB Field Service inspections: https://docs.microsoft.com/en-us/dynamics365/field-service/inspections
upvoted 1 times

NoNameBrand 1 year, 6 months ago
C. Power Apps Studio

Based on the requirements, especially around the visual indicators and photo upload, I believe a Canvas app is required.
upvoted 4 times

Migu 1 year, 5 months ago
Agreed, Photo's are not supported By Dataverse for Teams. A bit of a funky question imo
upvoted 1 times

juan54 1 year, 5 months ago
File and image support is supported on Dataverse for Teams !
https://docs.microsoft.com/en-us/powerapps/teams/data-platform-compare#:~:text=With%20Dataverse%20for%20Teams%2C%20capacity%20is%20measured%20with,is%20connected%20to%20that%20of%20the%20associated%20team.
upvoted 3 times

Power_Ninja 1 year, 7 months ago
This question makes no sense, why would you use Dataverse for Teams if you have Field Service?
upvoted 2 times

ardixiv 1 year, 7 months ago
correct
upvoted 1 times

Question 2

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.

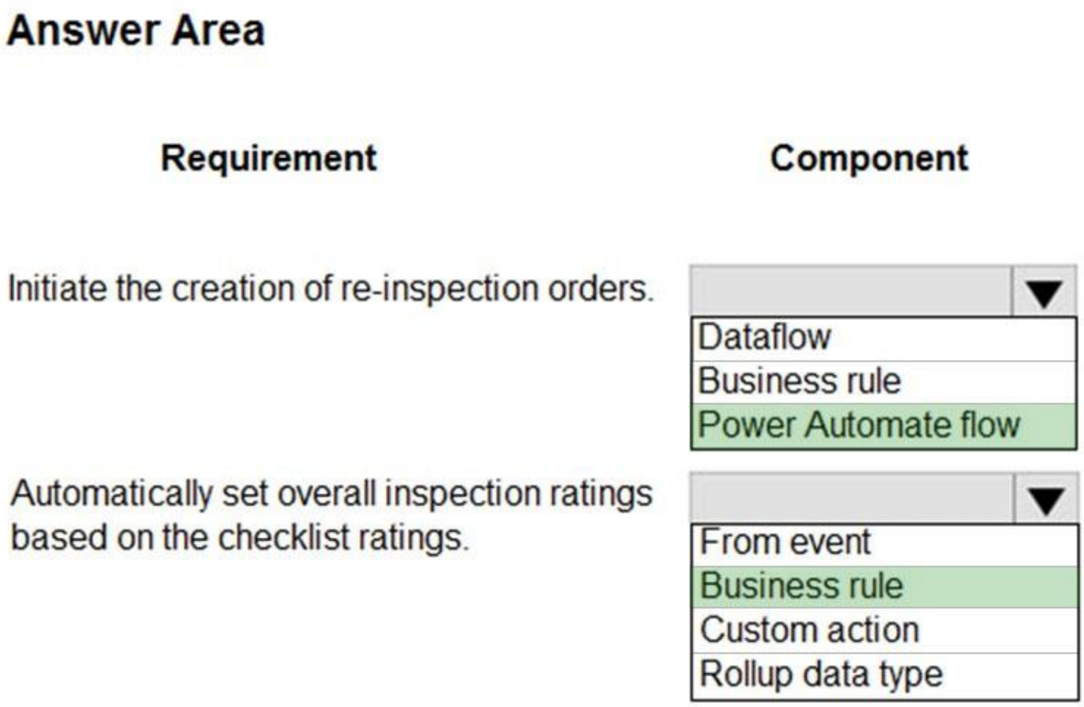
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Initiate the creation of re-inspection orders.	Dataflow Business rule Power Automate flow
Automatically set overall inspection ratings based on the checklist ratings.	From event Business rule Custom action Rollup data type

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 6 months, 3 weeks 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, 1 week ago
I think the same!
upvoted 2 times

Whataboutno Highly Voted 7 months, 1 week 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 1 month, 2 weeks 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, 2 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 ago
This is the correct answer
upvoted 4 times

hup 8 months, 3 weeks ago
@VJ345 Checklist ratings is in Dataverse for Teams ? (see question 1)
upvoted 1 times

VJ345 9 months 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

Question 3

You need to recommend a method for transferring machine information to Dynamics 365 Field Service.
What should you recommend?
A. Microsoft Dataverse connector
B. Dual-write
C. Lifecycle Services

Answer: A
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

Question 4

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

ET User: A

A (100%)

twin Highly Voted 8 months, 3 weeks ago

BPF is better choise

upvoted 10 times

NataliWinOn365 Most Recent 3 months 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, 1 week ago

Selected Answer: A

A is better suited

upvoted 1 times

kangtamo 4 months, 2 weeks ago

Selected Answer: A

It should be A: BPF.

upvoted 1 times

BrettusMaximus 6 months ago

C. Business event

You create analytics based on events.

upvoted 2 times

Icky 6 months ago

Selected Answer: A

BPF is the right answer

upvoted 1 times

originalwitness 8 months, 1 week 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

ET Answer: B

Business rule can create business recommendations based on business intelligence.

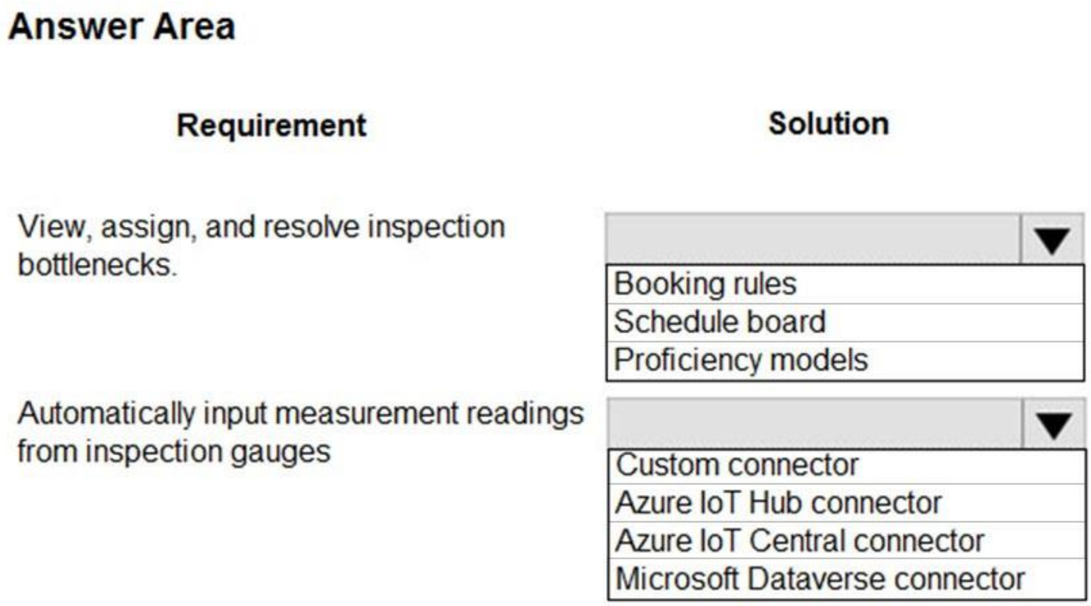
Scenario: Analytics and reporting

The solution must:

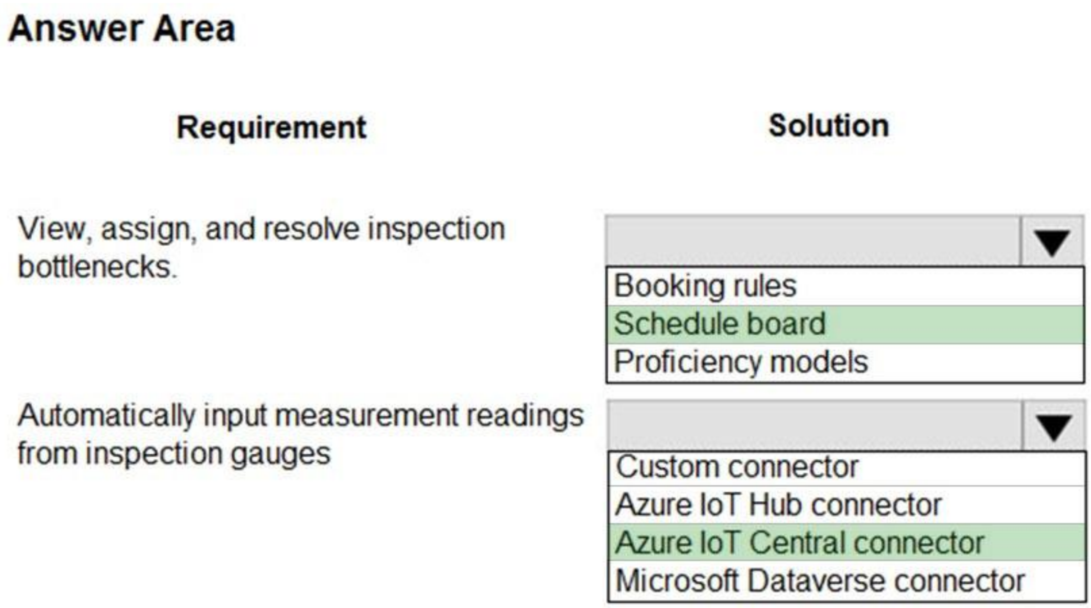
✑ Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
✑ Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating 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/

Question 5

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:



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 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 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 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 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 ago
Correct
upvoted 2 times

Question 6

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.

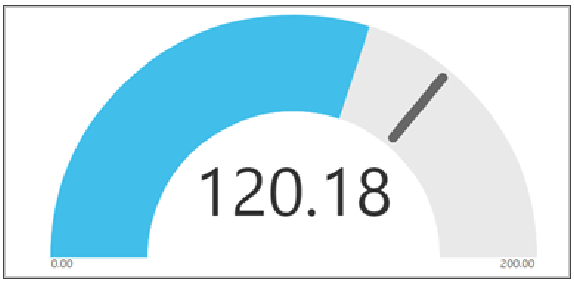
Answer:

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).



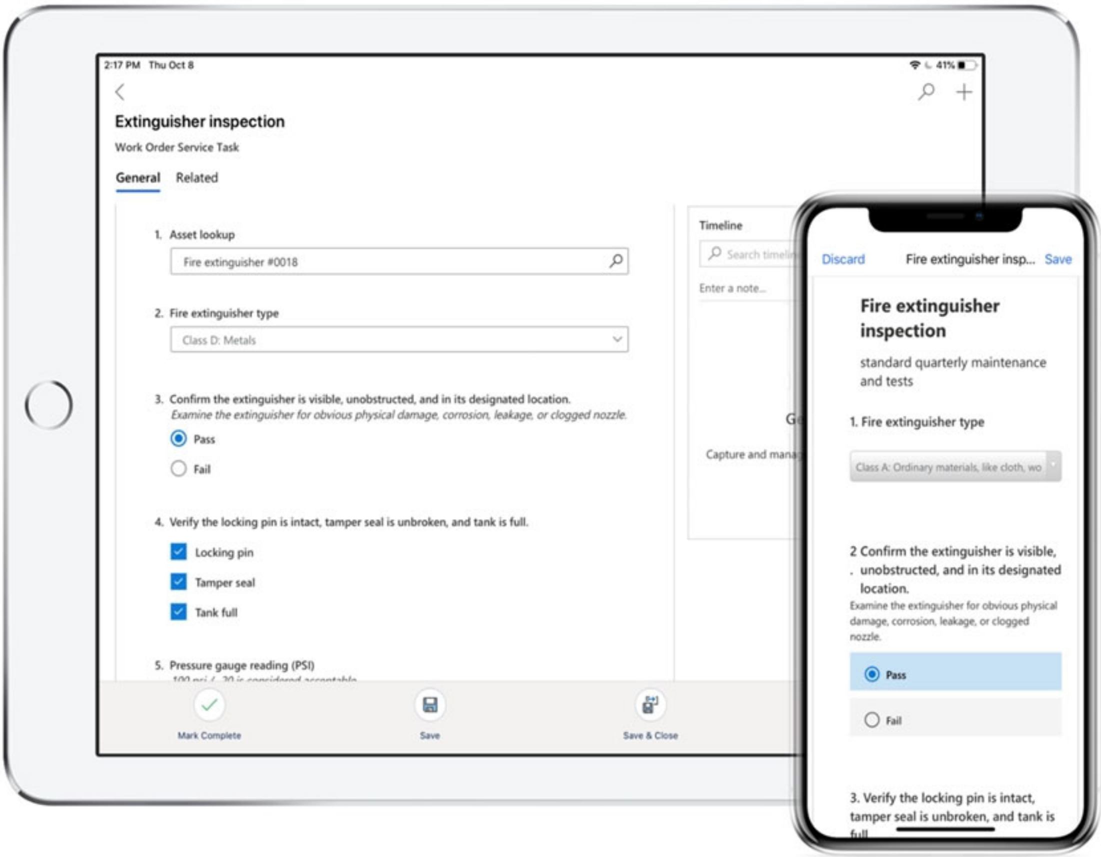
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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

CDDT 1 year, 4 months ago

For me , the answers are right!

Power BI radial gauge it is the best fast and standard solution in order to create a visualization. Canvas App and Model-driven App doesn't provide any Gauge representation without high customization or development.

About Field Service Inspection visibility: "Perform inspections on mobile requires no mobile project or any further setup other than upgrading to Field Service v8.8.22+." (No offline requirements). Add the icon on the Site Map don't solve the requirement

upvoted 1 times

Question 7

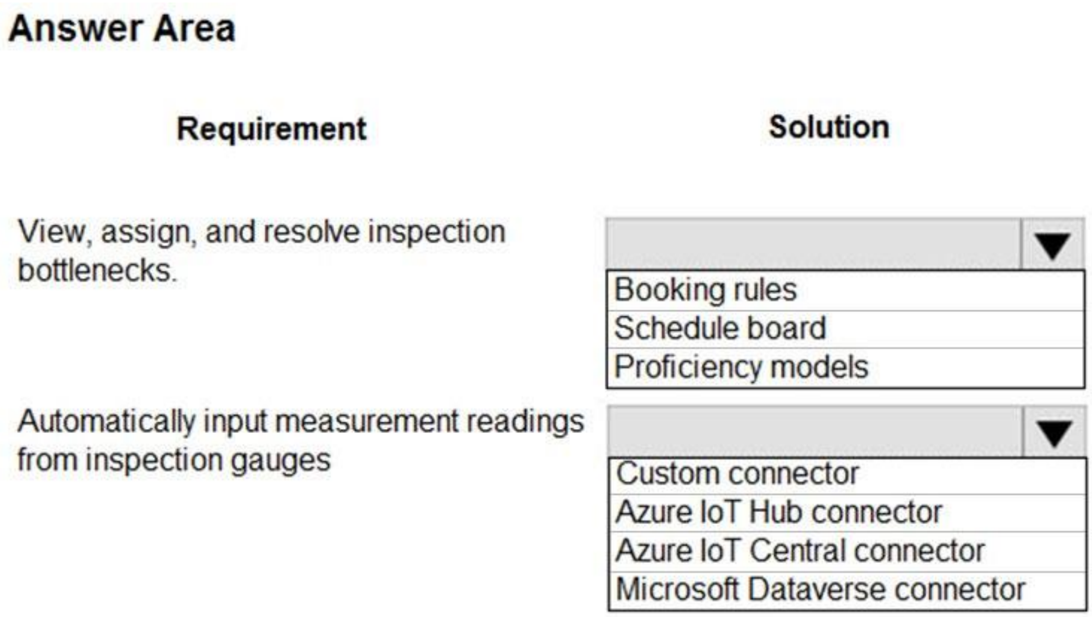
HOTSPOT -

You need to recommend solutions to meet the integration requirements.

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

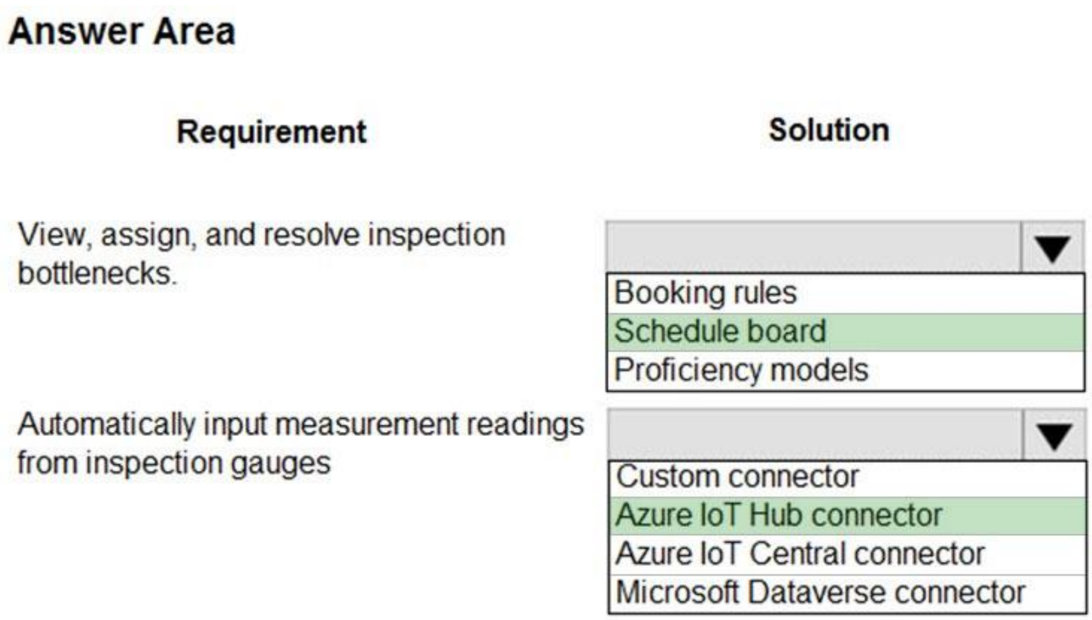
NOTE: Each correct selection is worth one point.

Hot Area:



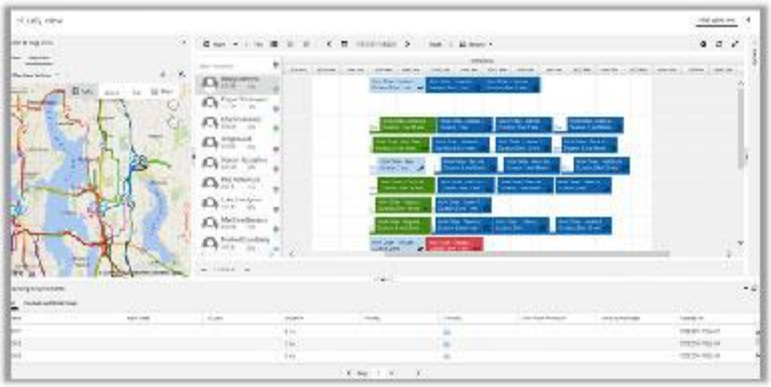
Answer:

同 Q5，给出的答案不一致，答案参考 Q5



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

Question 8

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:

Answer Area

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

ET User:

Box 1 maybe: Use a virtual table, not sure.

petertwilliams 3 months, 1 week ago

For 1st box,

"Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified". So, the serial number will not be in Dynamics FS until after the inspection is certified. So for the inspection app to work, the machine data (including serial number) can't be in Dynamics 365.

Under the Accounting section we have "Machines are assigned serial numbers and placed in stock until they are shipped to customer"

Therefore, the Virtual table is the correct answer I think. Create a Virtual table that connects to the accounting system.

upvoted 1 times

RobinSequeira 3 months, 3 weeks ago

1. Virtual entities
2. 1:N parental

upvoted 1 times

N8n0z 1 year, 8 months ago

I believe it's correct. Multiple inspection ratings are created against an inspection order and determine if it's failed or not. Looks like 1:N and parental.

upvoted 1 times

blopper 1 year, 3 months ago

and you answered only second part correctly. The first one is wrong. "Lookup to field service" isn't the correct answer.

upvoted 1 times

ET Answer:

Answer Area

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

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

Question 9

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.

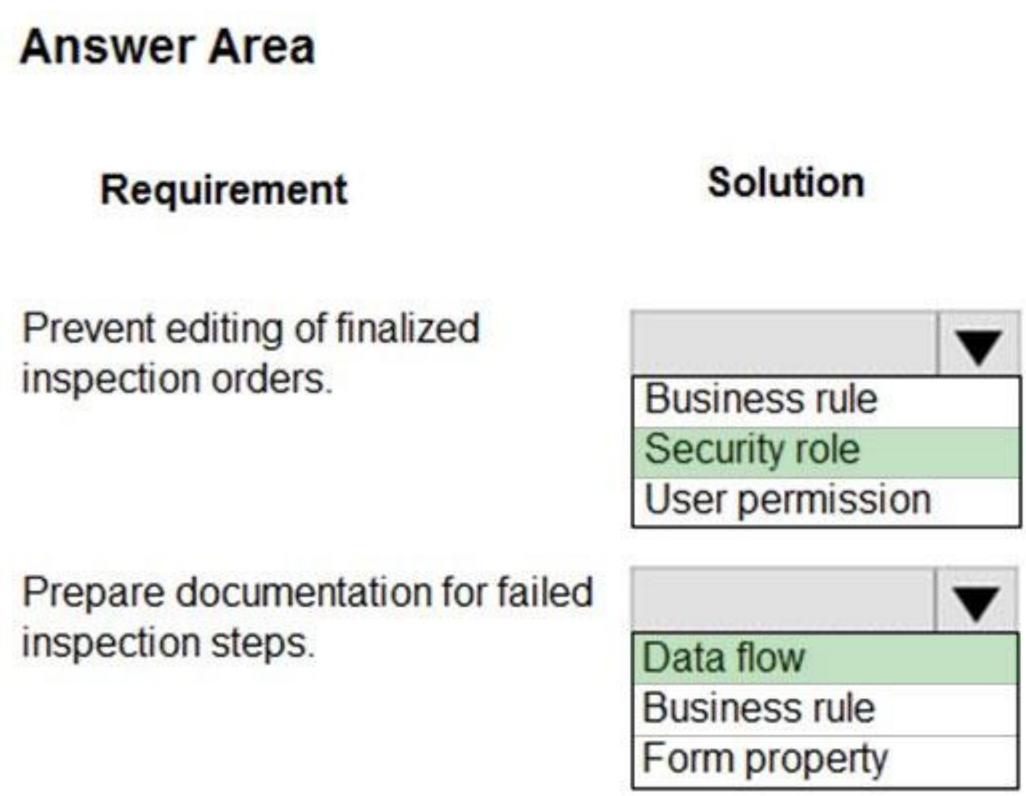
NOTE: Each correct selection is worth one point.

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

Answer:



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

altman 1 year, 4 months ago

As the condition is the finalized version, so only the business rule can be used to disable the form to be edited.

upvoted 3 times

k0003k 1 year, 5 months ago

Business rule can Enable or disable columns.
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-business-rules-recommendations-apply-logic-form

upvoted 2 times

val_maly 1 year, 7 months ago

First is definitely not Business Rule (you cannot make record readonly by business rule)

Security role and User permission cannot be applied on particular records only.

But if I have to choose, I would go with User Permissions. Just because the final word about allow / not allow to edit the record is set by User permissions (Update permission). But this is very poor choices for the first questions on my opinion.

upvoted 1 times

N8n0z 1 year, 8 months ago

If after finalized it gets unassigned, security role will be the answer for the first. For the second Data Flow seems to be the most correct.

upvoted 1 times

> **ZVV** 1 year, 7 months ago
>
> Can you please elaborate how Data Flow can be used in 2.?
>
> upvoted 2 times

> **ZVV** 1 year, 8 months ago
>
> But isn't BP a bit more straightforward answer?
>
> upvoted 1 times

题库答案:

Answer Area

Requirement	Solution	
Prevent editing of finalized inspection orders.	Business rule Security role User permission	S
Prepare documentation for failed inspection steps.	Data flow Business rule Form property	B

Question 10

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

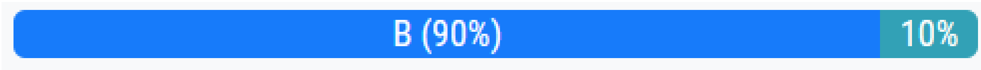
Answer: CD
Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app.
Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse 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

Question 11

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.

ET User:



freddie11 Highly Voted 7 months ago
Selected Answer: B
Create relationship
upvoted 5 times

petertwilliams Most Recent 3 months, 1 week 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 5 months, 3 weeks 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] 7 months, 4 weeks 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

ET 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.

Question 12

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

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.

ArezouDynamics 3 months, 4 weeks 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 4 months, 3 weeks 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

Common Question 1

Question 1

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

You need to recommend strategies to integrate the Power Apps app and the third-party application.
Which three options can you use to achieve the goal? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Dual-write
B. Custom connector
C. Dataflow
D. Power Automate cloud flow
E. Dataverse connector

ET User: BDE

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

SuperZapx Most Recent 4 months, 2 weeks 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 4 months, 3 weeks ago

Selected Answer: BDE

Need to create a custom connector that uses the exposed API

upvoted 1 times

~~ET 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~~

Question 2

DRAG DROP -

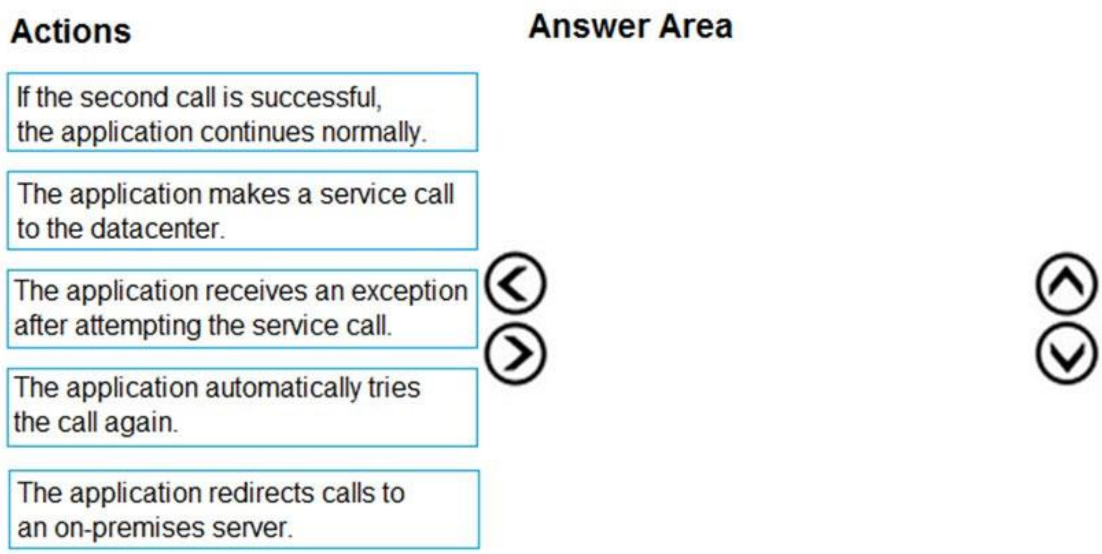
You are designing a business continuity strategy for a client who has a Microsoft Power Platform solution.

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:



ET User:

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

Icky Highly Voted 7 months, 3 weeks 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

ET Answer:

Actions

If the second call is successful, the application continues normally.

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application redirects calls to an on-premises server.

Answer Area

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application redirects calls to an on-premises server.

If the second call is successful, the application continues normally.

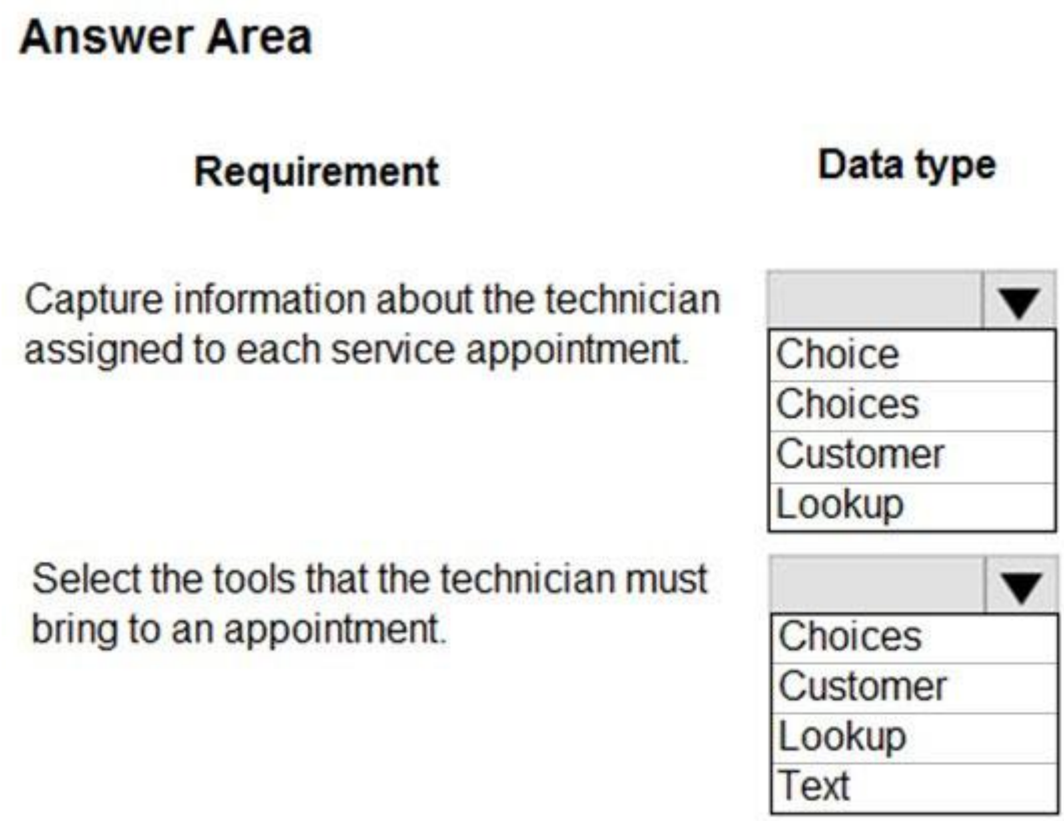
Question 3

A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily.
You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics
365 applications.
What should you recommend?
A. Hierarchy security
B. Field-level security
C. User access management
D. Team privileges

Answer: D
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

Question 4

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:



ET User:
Box 1: Lookup

ZVV Highly Voted 1 year, 8 months ago

Lookup, Choices

upvoted 58 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 7 times

Muzera Most Recent 2 months, 2 weeks ago

Lookup, Choices

upvoted 1 times

Maarten76 6 months, 1 week 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 7 months, 3 weeks ago

Resource Types in FS are lookups to tables and are not choices. The answer is Lookup, Choices

upvoted 4 times

rajrutu 8 months, 3 weeks ago

this was present today

upvoted 1 times

alainle 8 months, 3 weeks ago

Lookup,Choices

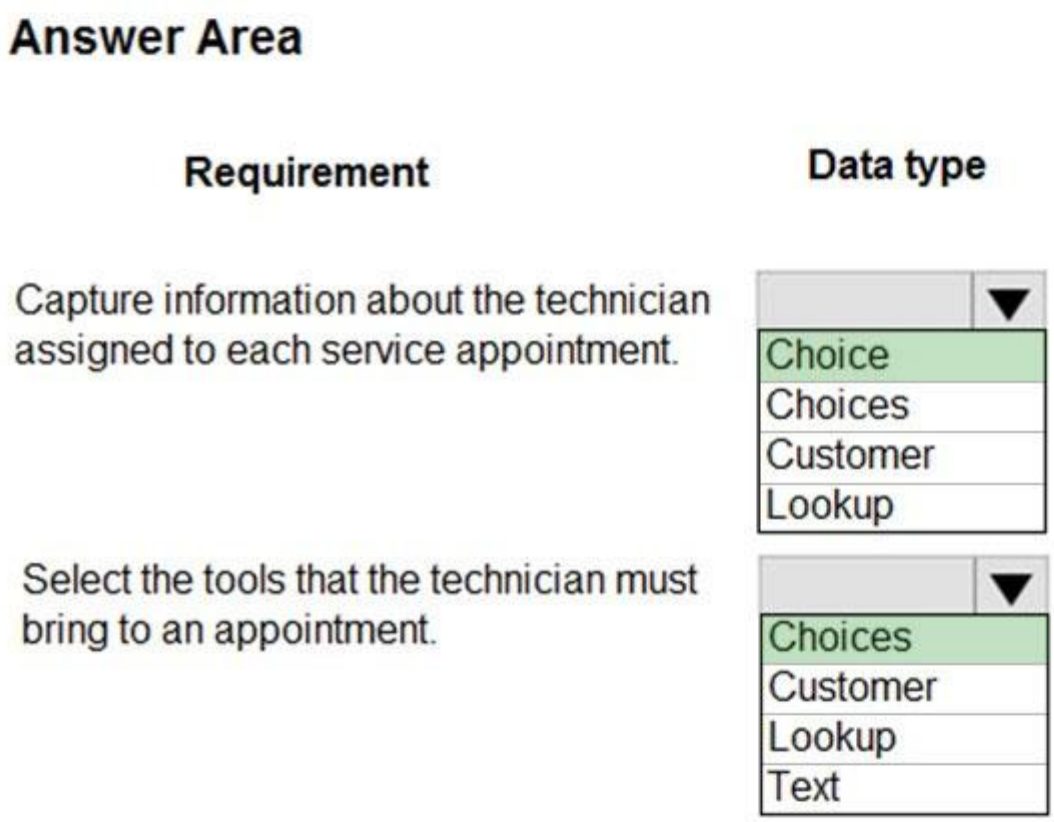
upvoted 1 times

sivsrinivas 9 months 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

ET 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

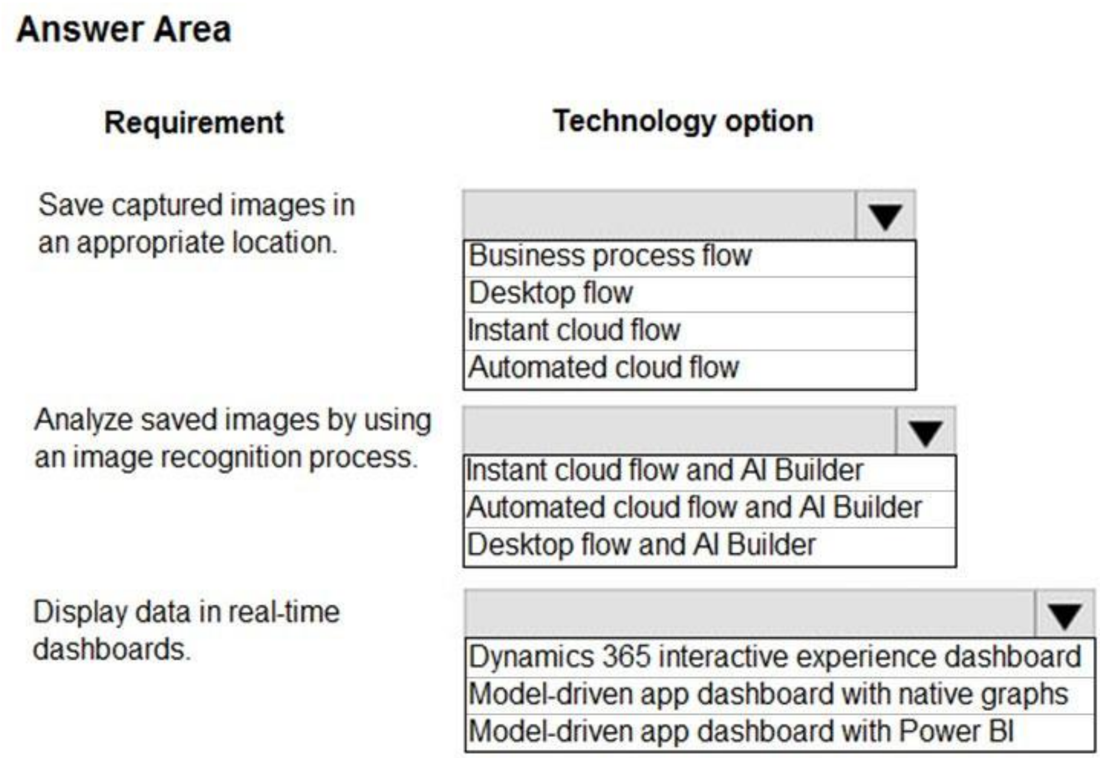
Box 2: Choices -
You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select 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

Question 5

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:



争议较大
ET User: 421
题库答案：423
ET Answer:
[Exam PL-600 topic 1 question 5 discussion - ExamTopics]

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
Display data in real-time dashboards.	Dynamics 365 interactive experience dashboard Model-driven app dashboard with native graphs Model-driven app dashboard with Power BI

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.
Box 3: Model-driven app dashboard with Power BI
The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed.
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

Question 6

You are designing a Power Platform solution.
The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.
You need to recommend a technology that meets these requirements.
Which technology would you recommend the developers adopt to assist the implementation team?
A. JavaScript
B. Power Apps Component Framework control
C. Web resource
D. Canvas app

Answer: B
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

Question 7

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

ET User: ABE

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 49 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 25 times

ET 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

Question 8

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.

ET User: CD

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 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 6 days, 20 hours ago
ChatGPT says it's C and D :D , I don't know how right it is.
upvoted 1 times

dlnuser 2 weeks, 3 days 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

题库： AD

ET 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

Question 9

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.	

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

Question 10

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

ET User: BC

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 40 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 2 months, 2 weeks 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

ET 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

Question 11

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.	

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

Question 12

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?

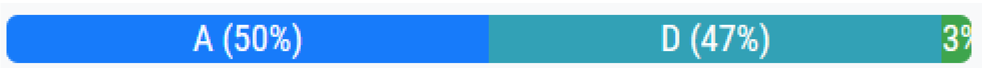
A. Excel Online Connector

B. Dynamics 365 Customer Insights

C. Dynamics 365 Customer Service

D. Dynamics 365 Marketing

ET User:



[Exam PL-600 topic 1 question 12 discussion - ExamTopics]()

题库答案：D

ET 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

Question 13

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.	○	○

ET User:

No / Yes

giogo 11 months, 1 week 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, 1 month 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

ET 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

Question 14

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

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

Question 15

You are designing a self-service portal for a company.
The portal must meet the following requirements:
- Customers must be able to submit and review cases.
- Customers must be able to chat with service representatives in near real time.
- Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns.

You need to recommend solutions for the company that do not require custom development.
Which three apps or services should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Dynamics 365 Field Service
B. Dynamics 365 Customer Service
C. Omnichannel for Customer Service
D. Customer Insights
E. Customer self-service portal

Answer: BCE
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

Question 16

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

题库答案: 132
ET User: 乱七八糟
[Exam PL-600 topic 1 question 16 discussion - ExamTopics]
ET 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

Question 17

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:

Answer Area

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

Answer:

Answer Area

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

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

Question 18

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

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

Question 19

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

ET User:

bee2 Highly Voted 1 year, 3 months ago
Should be Field Service for all 3.
upvoted 38 times

Joselcd70 Highly Voted 1 year, 2 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 ago
Absolutely. All the task guides, holograms, and VR AR, with guides are part of FS.
upvoted 4 times

Edi41 Most Recent 3 weeks, 1 day ago
I would say D365 Field Service to all
upvoted 1 times

Brooklyn_Itself 2 months, 2 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

ET 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

Question 20

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

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

Question 21

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

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

Question 22

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.

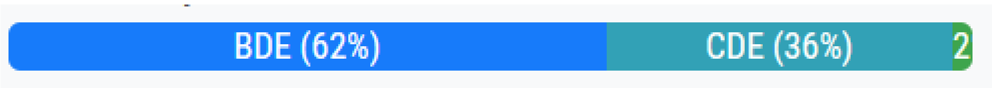
You need to recommend a Power Platform tool to help the client visualize the data.
Which two technologies should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Power BI
B. Power Automate
C. Power Virtual Agents
D. Power Apps

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

Question 23

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

ET User:



[Exam PL-600 topic 1 question 23 discussion - ExamTopics]
题库答案: CDE
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 requirements 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

Question 24

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

The solution has the following requirements:

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

You need to recommend a component for the app.

What should you recommend?

A. Power Automate cloud flow

B. Business process flow

C. Power Automate desktop flow

D. Playbook

Answer: B

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

Question 25

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

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

- Handle multiple customer interactions at once
- Ensure that users can access information from several business applications.
- Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.
- Implement all functionality in a single interface.

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

What should you recommend?

A. Omnichannel for Customer Service

B. Live Assist for Microsoft Dynamics 365 Powered by CafeX

C. LinkedIn connector

D. Unified Service Desk

Answer: A

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

Question 26

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:

Answer Area

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

ET User:

Box 2: 百花齐放

[Exam PL-600 topic 1 question 27 discussion - ExamTopics]

ET Answer:

Answer Area

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

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

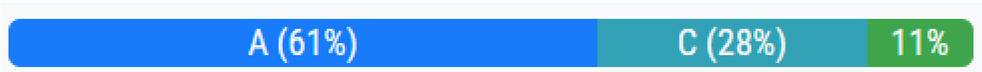
https://www.inogic.com/blog/2021/12/how-to-win-lose-dynamics-365-crm-opportunity-through-power-automate-flow/

Question 27

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

ET User:



Exam PL-600 topic 1 question 28 discussion - ExamTopics
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

Question 28

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

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

Question 29

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.

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

Question 30

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:

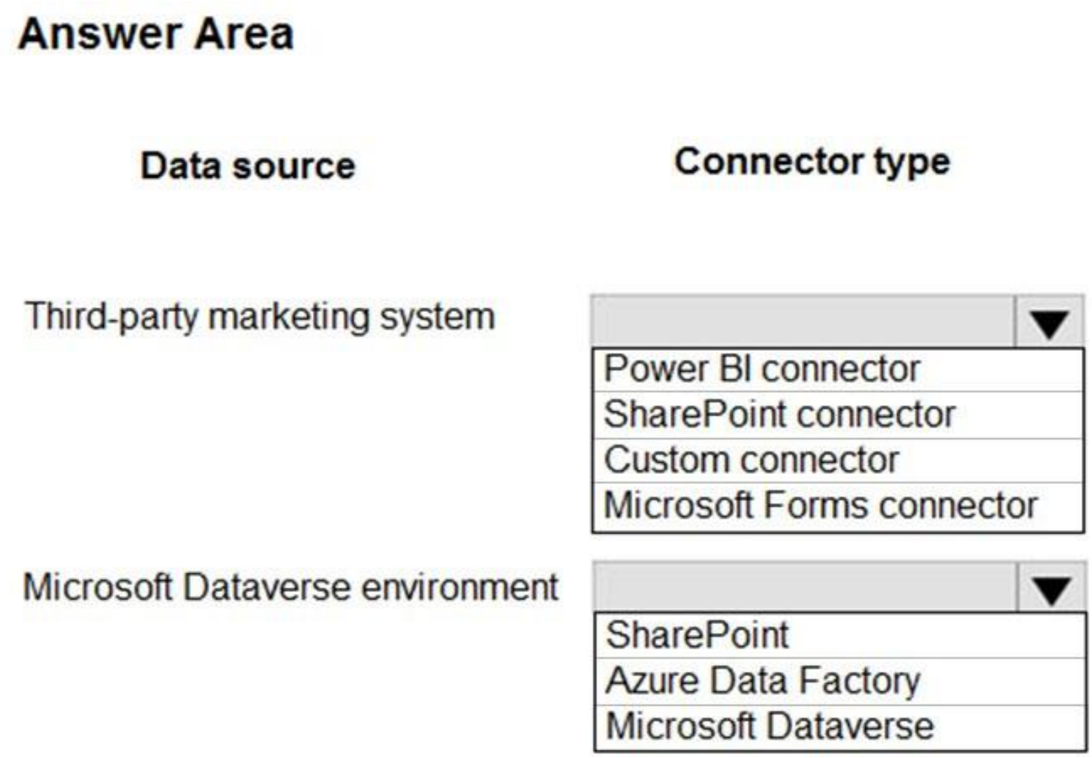
- A third-party marketing system for lead generation and website submissions.
- A Microsoft Excel Online file that contains manufacturing data on relevant products.
- A separate Microsoft Dataverse environment.

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:



Answer:

Answer Area

Data source	Connector type
Third-party marketing system	Power BI connector SharePoint connector **Custom connector** Microsoft Forms connector
Microsoft Dataverse environment	SharePoint Azure Data Factory **Microsoft Dataverse**

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 ago

Correct

upvoted 11 times

Kepty Most Recent 4 months, 1 week 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 3 weeks, 3 days 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, 2 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 6 months, 3 weeks 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, 2 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 6 months, 3 weeks ago

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

upvoted 1 times

Question 31

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:

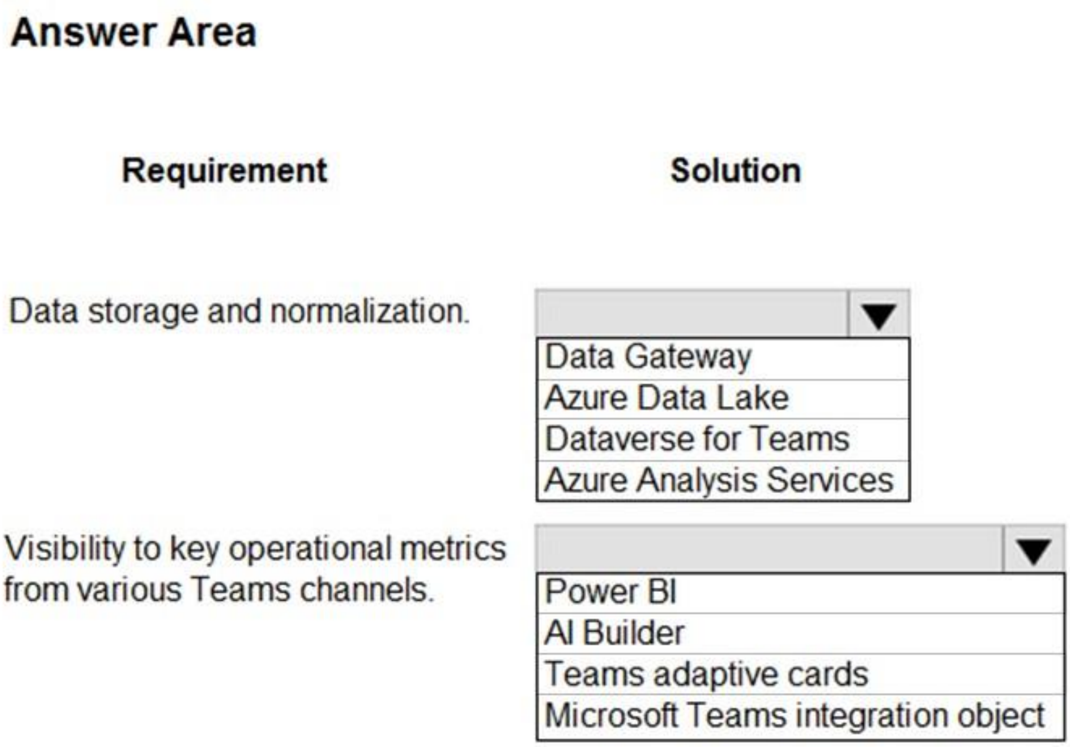
- Support the current data warehouse.
- The solution must support drill-through capabilities into the data.
- Retain at least seven years of historical data.

You need to recommend a solution.

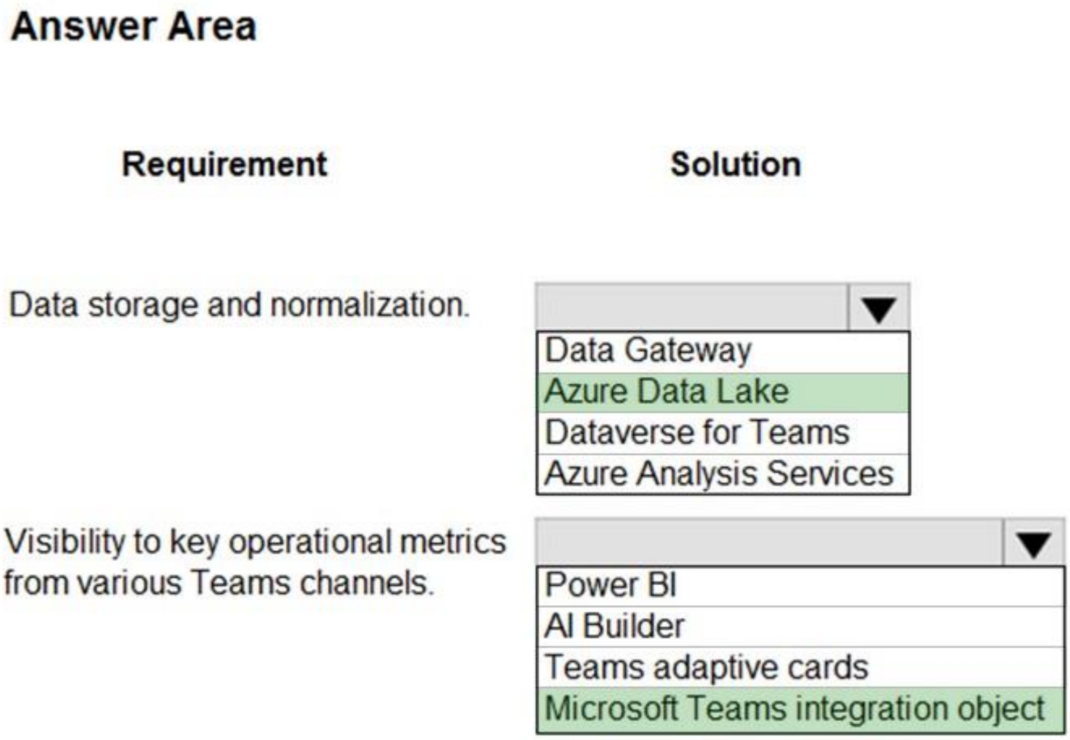
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



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:

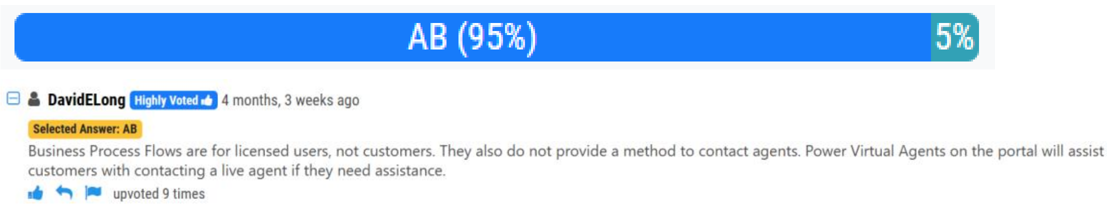
https://docs.microsoft.com/en-us/azure/architecture/data-guide/relational-data/data-warehousing

https://docs.microsoft.com/en-us/powerapps/teams/use-teams-integration-object

Question 32

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

ET User: AB



ET Answer: AD
A: Portal search needs Dataverse search feature to be enabled at Dataverse environment
To enable Dataverse search:
1. In theג€‰Power Platform admin center, select an environment.
2. Selectג€‰Settingsג€‰>ג€‰Productג€‰>ג€‰Features.
3. Underג€‰Search, setג€‰Dataverse searchג€‰toג€‰On.
4. Selectג€‰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

Question 33

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.

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, 1 week 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 2 times

RyGuy2 4 months 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 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 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

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

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, 1 week 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 4 months, 3 weeks 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 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

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

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, 2 weeks ago
#4 should be Logic Apps.
upvoted 6 times

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

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

xavier_villafuerte Most Recent 2 months, 3 weeks 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

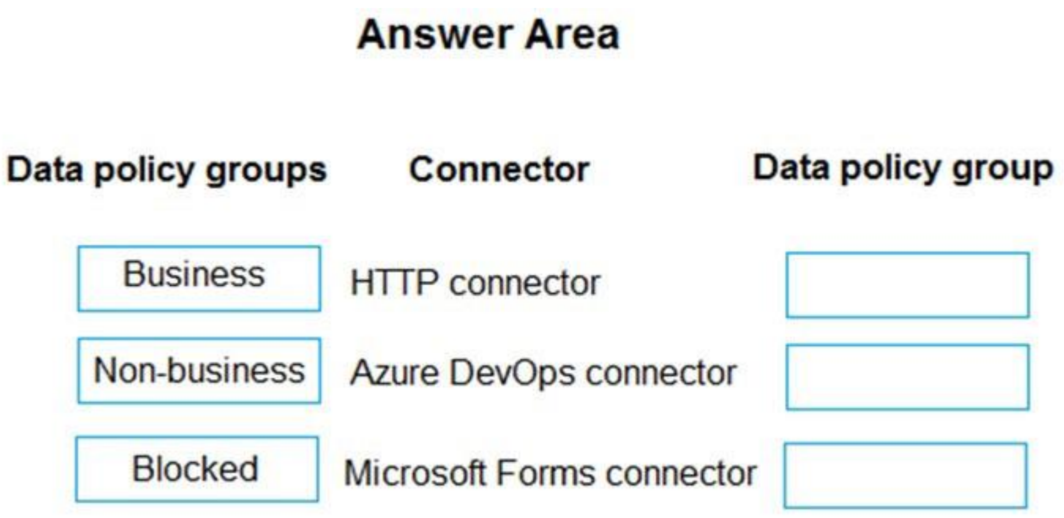
petertwilliams 3 months, 1 week ago
All provided answers are correct, I think.
For #4, Azure Functions "Support" enterprise-level integrations. A logic app or Power Automate Flow can call an Azure Function to perform a complex calculation/logic.
upvoted 1 times

Common Question 2

Question 1

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:



ET User:
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.
ET 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

Question 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.

ET User:

VJ345 Highly Voted 9 months ago

For Create task, User needs read permission also.
Ans: 1 --> B, 2-->D

upvoted 29 times

BrettusMaximus 5 months, 4 weeks 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, 1 week 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 1 month, 3 weeks ago

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

upvoted 1 times

[Exam PL-600 topic 2 question 2 discussion - ExamTopics]

题库：BD

ET 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

Question 3

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.

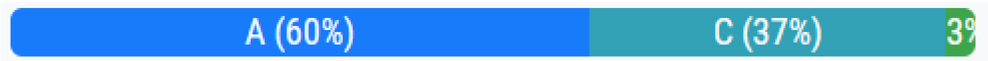
What should you recommend?

A. Use the Excel Template feature.

B. Add the contacts to a static worksheet.

C. Use the Import from Excel feature.

ET User:



[Exam PL-600 topic 2 question 3 discussion - ExamTopics]

题库：C

ET 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.

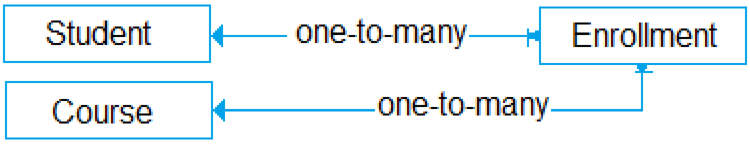
Reference:

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

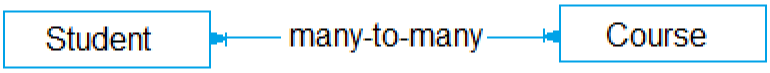
Question 4

You are designing the data model for a school. The school wants to track students' enrollments in courses.
The system must meet the following requirements:
- Track the courses in which each student is enrolled.
- Track the students that are enrolled in each course.
- Track dates when each student enrolled in each course and the person who approved the enrollment.
- Allow users to create a report that details which students are enrolled in which courses.

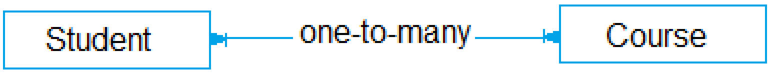
You need to recommend a data model that will fit the school's requirements.
Which logical model should you recommend?
A.



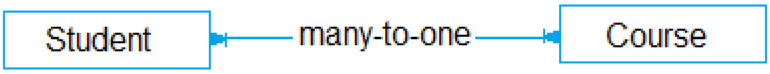
B.



C.



D.



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

Question 5

HOTSPOT -

A company plans to create a Power Apps portal to manage support cases for customers.

The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.

The company has the following requirements:

- Portal users must only see the notes for the cases that they manage.
- Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

ET User: Parent / Account

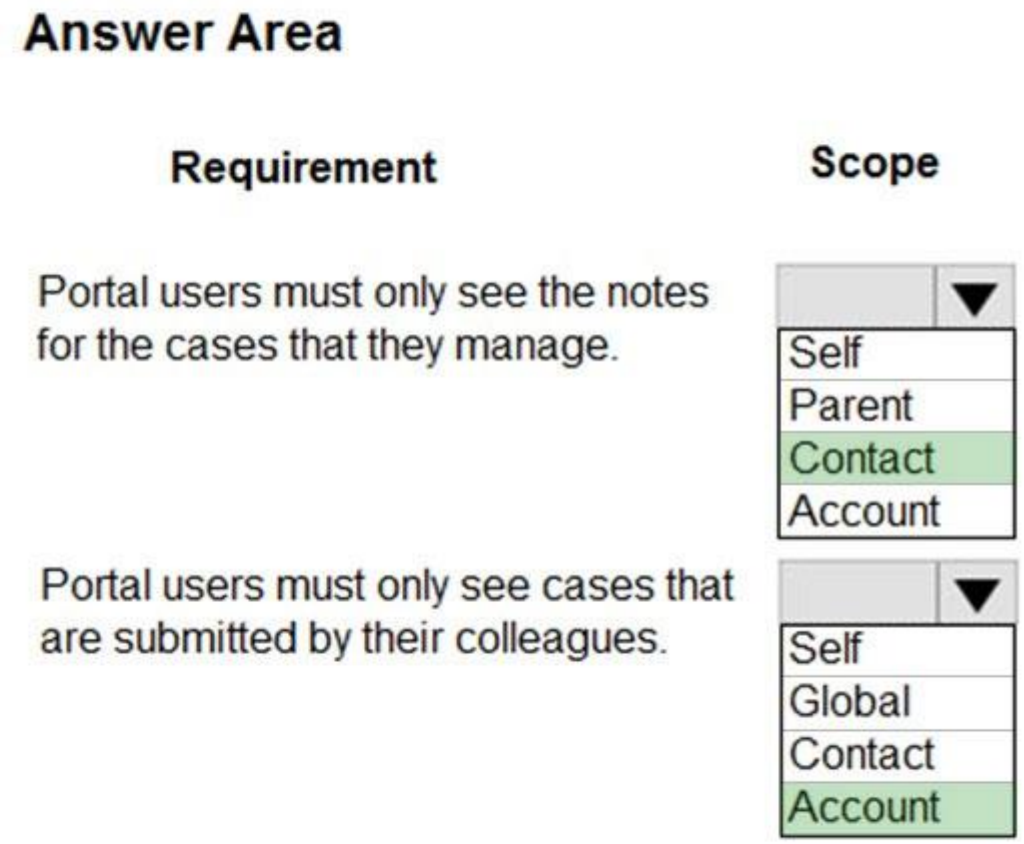
AmineKol17 Highly Voted 1 year, 6 months ago
According to the given link, the first should be parent. Because there is no direct relationship between annotation and contact records.
upvoted 23 times

ragha81 Highly Voted 1 year, 2 months ago
It must be parent and account
upvoted 10 times

RalphE Most Recent 2 months 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 3 months, 2 weeks 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

ETAnswer:



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

Question 6

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

ET User:

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."

或者 132

[Exam PL-600 topic 2 question 6 discussion - ExamTopics]

题库答案：132

ET 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

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

Question 7

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

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

Question 8

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.

ET User: AC

AC (100%)

malyaban Highly Voted 1 year, 7 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

~~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~~

Question 9

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

ET User: 224 或者 124

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

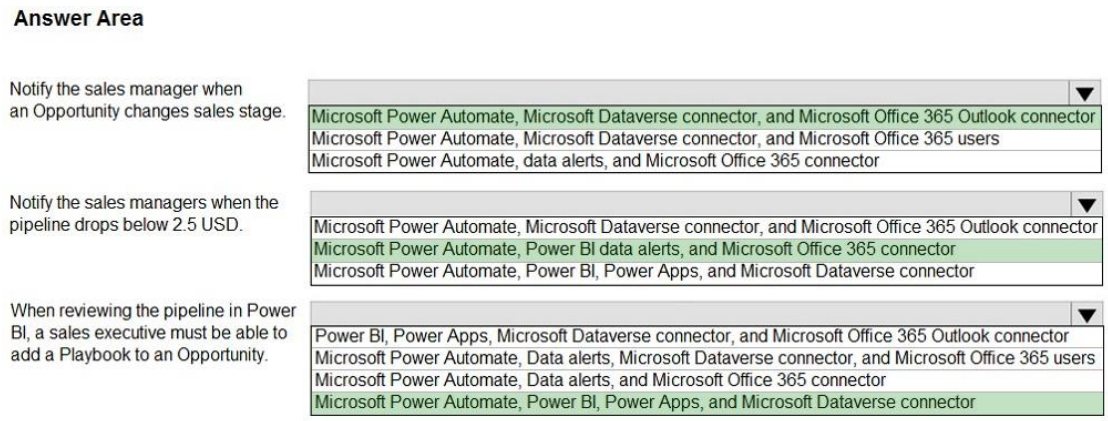
2 You can use PBI Data Alerts: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts and when occur the alert trigger (the alert is triggered on refresh report) a Power Automate that retrieve all Sale force users (O365 users connector) and send on email via O365 Outlook connector: 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.

[Exam PL-600 topic 2 question 9 discussion - ExamTopics]

ET &题库 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

Question 10

A company is implementing Dynamics 365 Sales.
The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.
When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.
You review the system design and notice many asynchronous workflows.
You need to recommend a solution to enable the calculation in real time.
Which two options should you recommend? Each answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Consolidate asynchronous workflow into a single real-time workflow.
B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.
C. Implement a business process flow to replace the existing workflows.
D. Convert the asynchronous workflows to a synchronous plug-in.

Answer: 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.

Question 11

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

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

Question 12

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

Answer: A
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.

Question 13

A company has a Power Platform environment that connects to a third-party marketing application.
The company reports that the data in the Power Platform lead table does not match data from the marketing application.
Issues include:

- The owner data in the lead table and the third-party application do not match.
- The Topic column has more information than the related record from the marketing application.
- There are differences in how telephone numbers are formatted.

You need to determine which processes are causing the issues.
Which three processes may be causing the differences observed? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Dataflow
B. Business rule
C. Classic workflow
D. Power Automate cloud flow
E. Duplicate detection rule

Answer: ACD
[Exam PL-600 topic 2 question 13 discussion - ExamTopics]
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.
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.
D: Power Automate Flow can definitely be used for integration purposes and cause these problems.
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

Question 14

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:

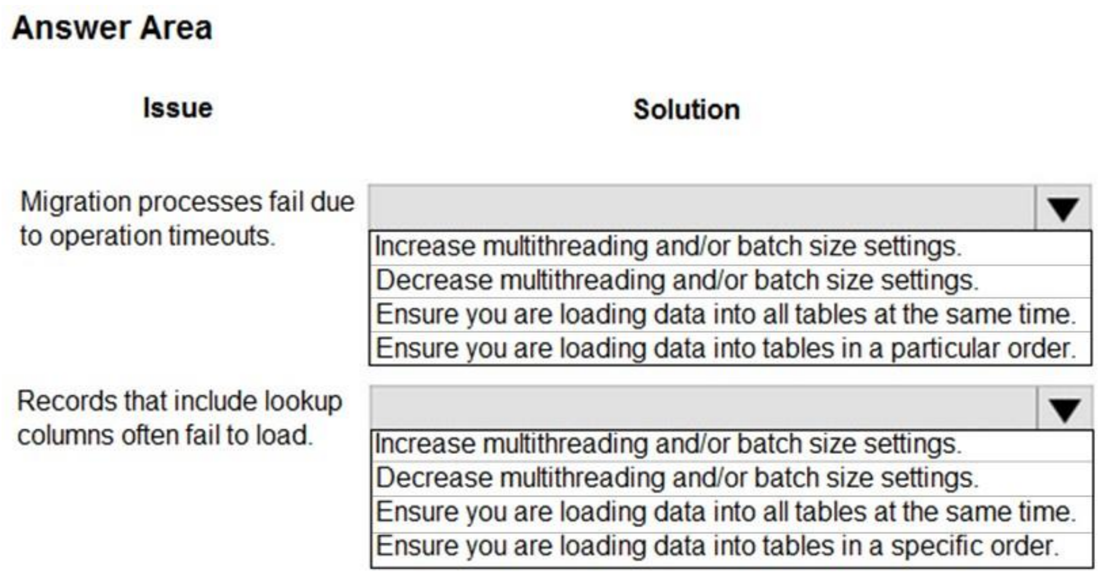
- Migration processes fail due to operation timeouts.
- Records that include lookup columns often fail to load.

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:



ET User:

2 / 4

ET 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.

Question 15

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

Answer: D
Not much to debate here. Clearly BPF.

Question 16

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.

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

Question 17

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:

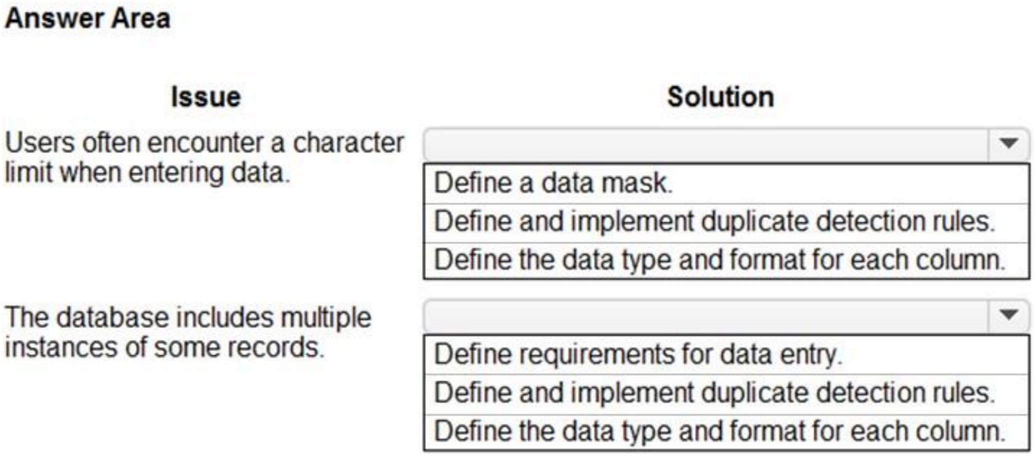
- Users often encounter a character limit when entering data.
- The database includes multiple instances of duplicate records.

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

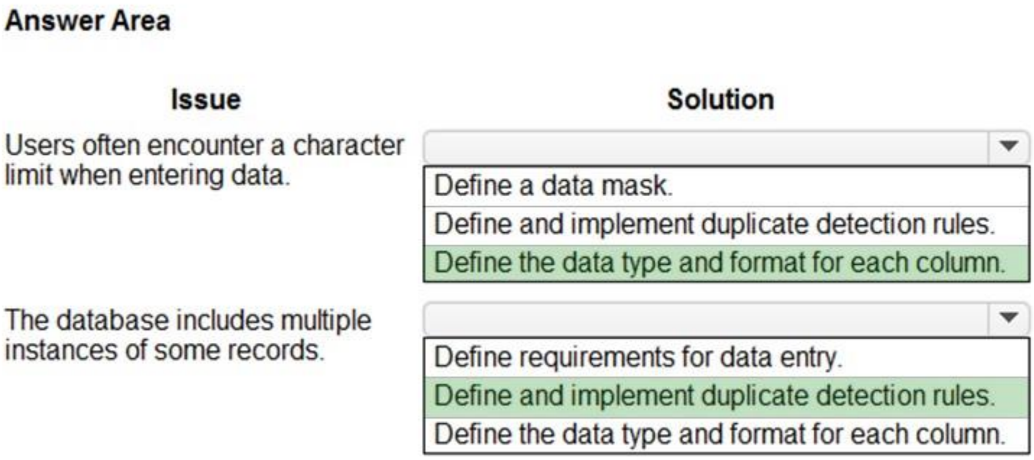
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer:



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

Question 18

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:

Answer Area

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

ET User:

1- Field Security profile

2- Conditional Access.

ET Answer:

Answer Area

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

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 â€" 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

Question 19

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

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

Question 20

You are designing a Power Platform solution for a company.
Users must be granted access only to data that is relevant to them.
You need to recommend actions to meet the requirements.
Which two recommendations should you make? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Add column security profiles to applicable teams.
B. Define and configure security roles.
C. Create teams and assign security roles and users to the teams.
D. Create business units and assign security roles to the business units.

Answer: BC
B and C are the right answer. Its not possible to assign a security role to a business unit so D is incorrect.

Question 21

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.

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

Question 22

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.

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

Question 23

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.

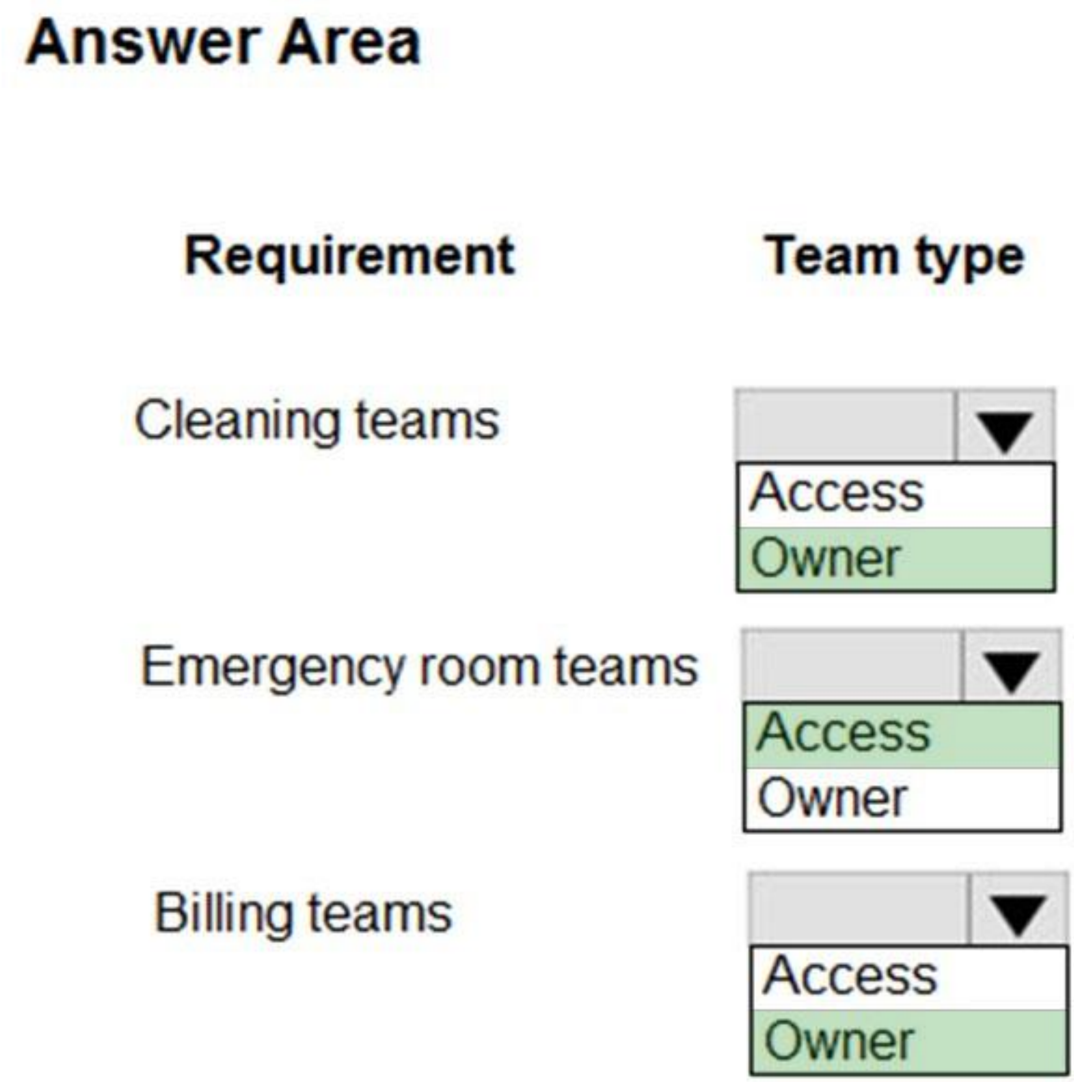
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Team type
Cleaning teams	Access Owner
Emergency room teams	Access Owner
Billing teams	Access Owner

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

Question 24

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

ET User: B

alainle Highly Voted 8 months, 3 weeks 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

ET & 题库 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

Question 25

You are designing a Microsoft Power Platform solution that uses Microsoft Dataverse.
You need to recommend a way to update currency exchange rates within Microsoft Dataverse.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

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

Answer: AB
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/

Question 26

You are designing a Microsoft 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 Microsoft Power Platform components that will meet their requirements.
Which three Microsoft Power Platform components should you recommend? Each correct answer presents
part of the solution.
NOTE: Each correct selection is worth one point.
A. Power Apps mobile apps
B. Power Automate desktop flows
C. Power Automate cloud flows
D. Power Virtual Agents chatbots
E. Business process flows

Correct Answer: ACE
同 CQ21，选项顺序不一样

Question 27

A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures.
Patient records are stored within the company's cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient's identity.
You need to recommend a solution to display the patient information.
What should you recommend?
A. Virtual table
B. Business rule
C. Privacy preference
D. Data gateway
E. Custom dataflow

Answer: A
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

Question 28

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

ET User: 312

ET 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

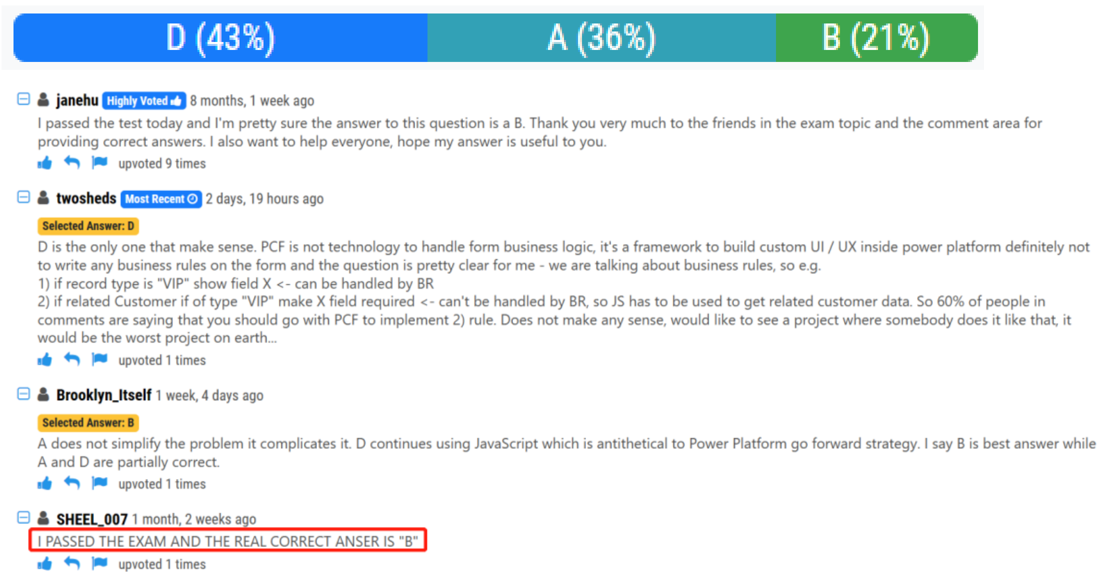
References:

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

Question 29

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.

ET User：


D (43%) A (36%) B (21%)

janehu Highly Voted 8 months, 1 week 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

twosheds Most Recent 2 days, 19 hours 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 1 week, 4 days 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, 2 weeks ago
I PASSED THE EXAM AND THE REAL CORRECT ANSER IS "B"
upvoted 1 times

Exam PL-600 topic 2 question 28 discussion - ExamTopics
ET & 题库 Answer: A
PCF controls are reusable.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview

Question 30

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.

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

Question 31

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:

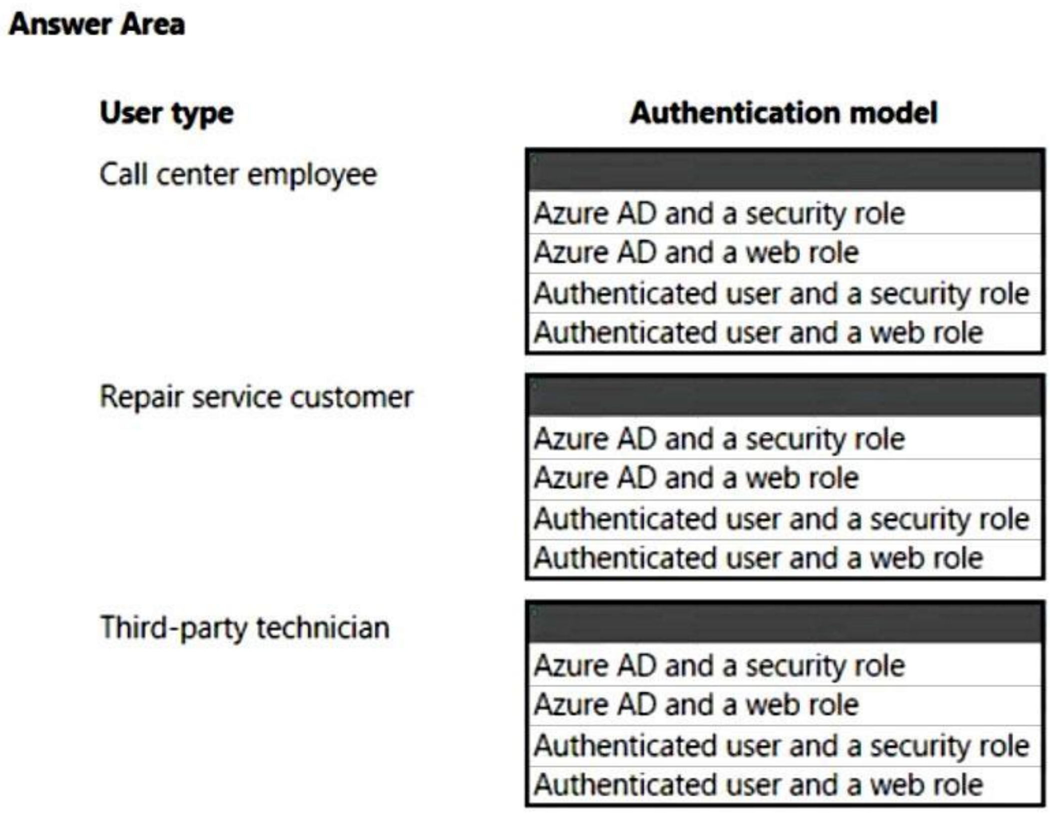
- Dispatch technicians to troubleshoot and repair customer issues.
- Call center must log customer issues.
- Third-party technicians must be able to access assigned repair service jobs.

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.

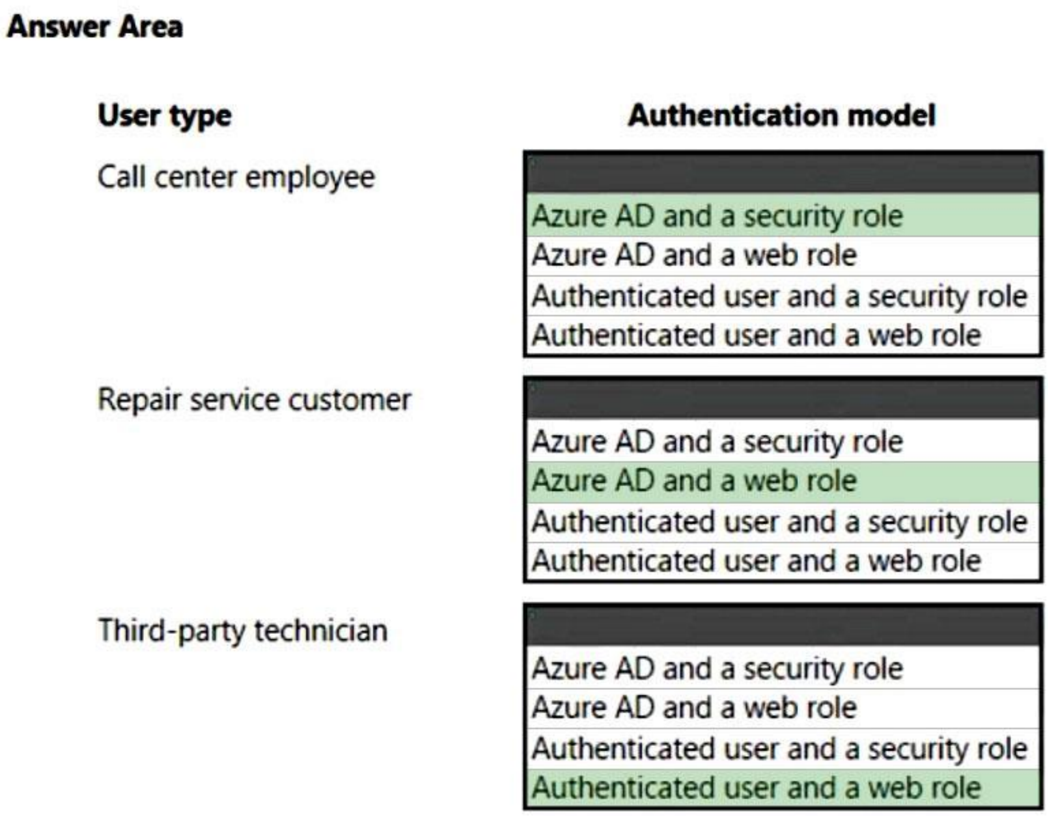
Hot Area:



ET User: 144

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.
ET 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

Question 32

DRAG DROP -

You are designing a data model for a Microsoft Power Platform solution.

The data model must meet the following requirements:

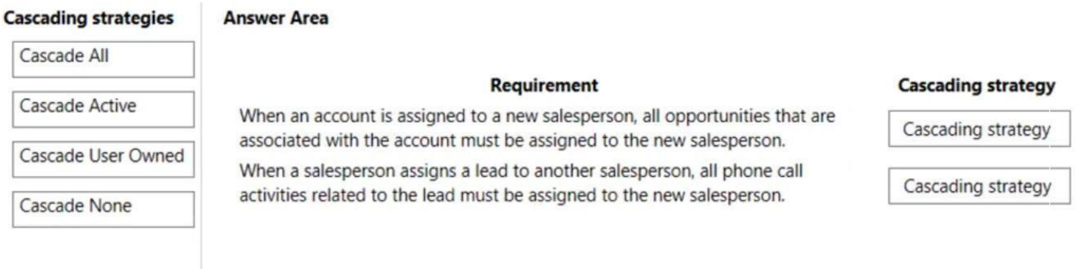
- When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.
- When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.

You need to recommend cascading strategies for the data model.

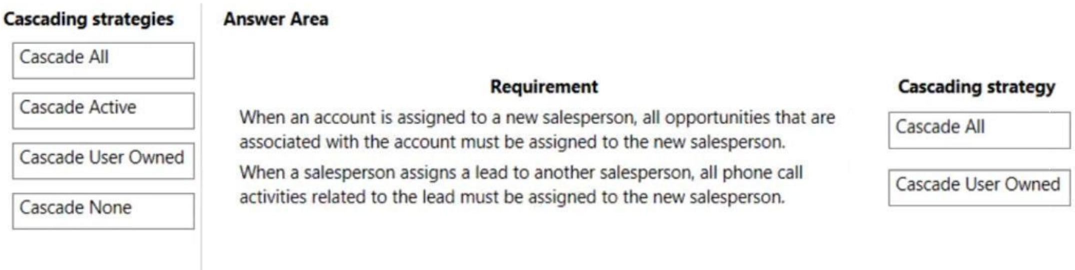
Which cascading strategy should you recommend? To answer, drag the appropriate cascading strategies to the correct requirements. Each cascading strategy may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Answer:



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 4 months, 3 weeks 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 6 times

bigfeltro 4 months, 2 weeks ago

Because for activity entities is not possible to configure "Cascade all" relationship. But only custom behaviour.

upvoted 1 times

ClairFraser 4 months, 2 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 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 ago

As ClairFraser said, 2 should be cascade all unless the question was phrased differently

upvoted 1 times

ArezouDynamics 4 months ago

I think it's because there is no direct relationship between contact and activity table

upvoted 1 times

Question 33

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

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

Question 34

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.

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

Question 35

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.

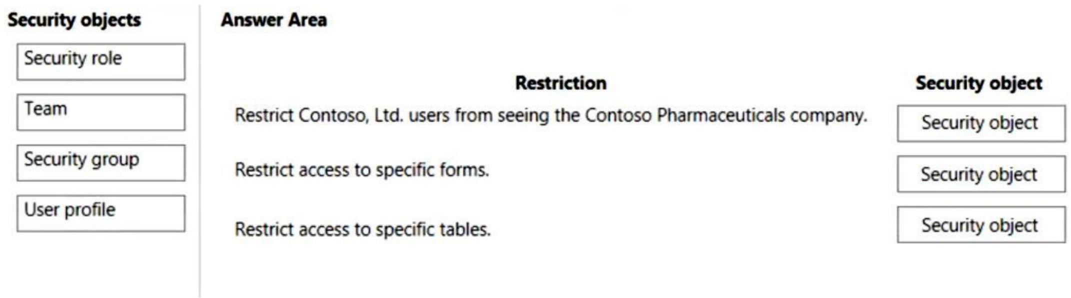
The solution must meet the following security requirements:

- 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:



ET User:

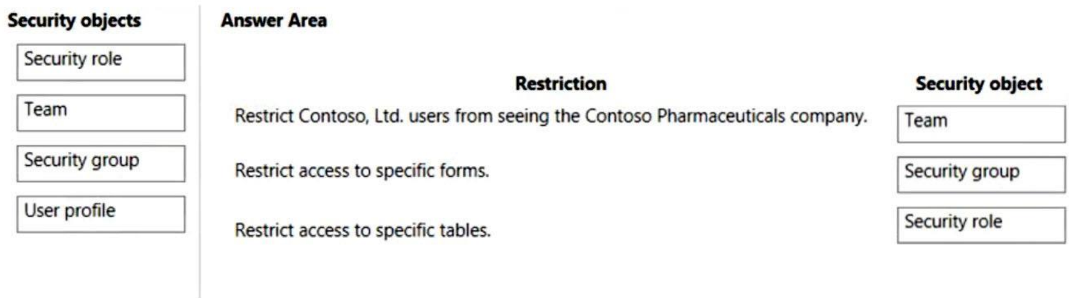
Assuming the companies use separate instances and just share functionality,

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

ET 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

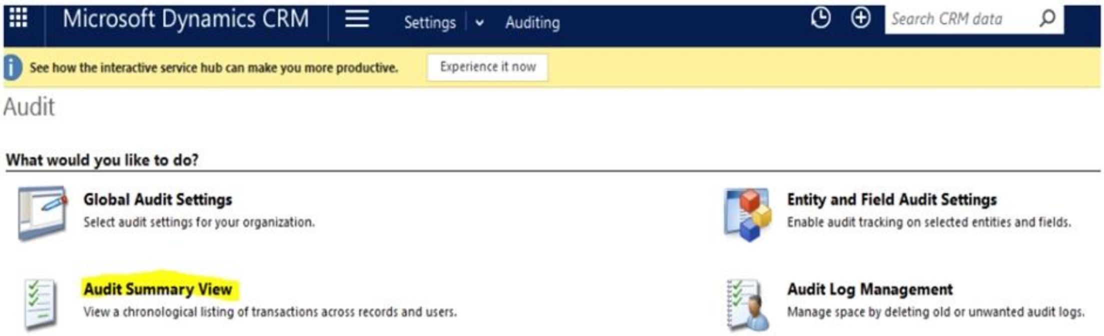
Common Question 3

Question 1

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

ET User: ADE

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
ET 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

Question 2

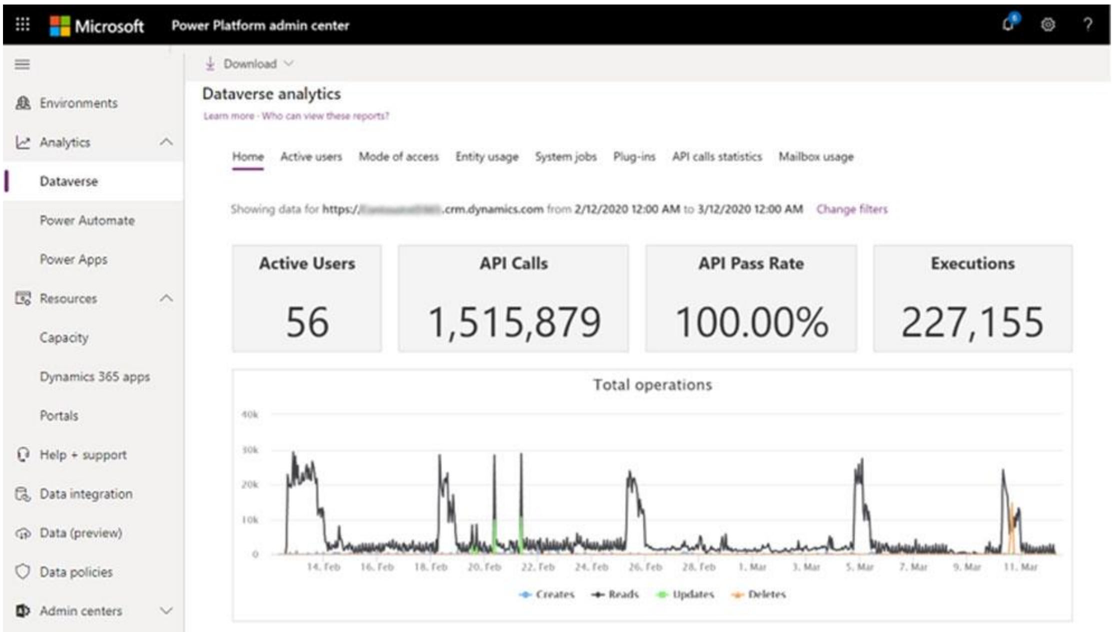
You are designing a Power Platform solution.
During quality assurance testing the API limits are reached.
You need to identify and resolve the issue.
Which two actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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. Review the Home tab Dataverse analytics dashboard.
D. In the Power Platform admin center, review the Usage section of the Power Apps analytics dashboard.
E. In the Power Platform admin center, review the Runs section of the Power Automate analytics dashboard.

Answer: AC
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

Question 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:

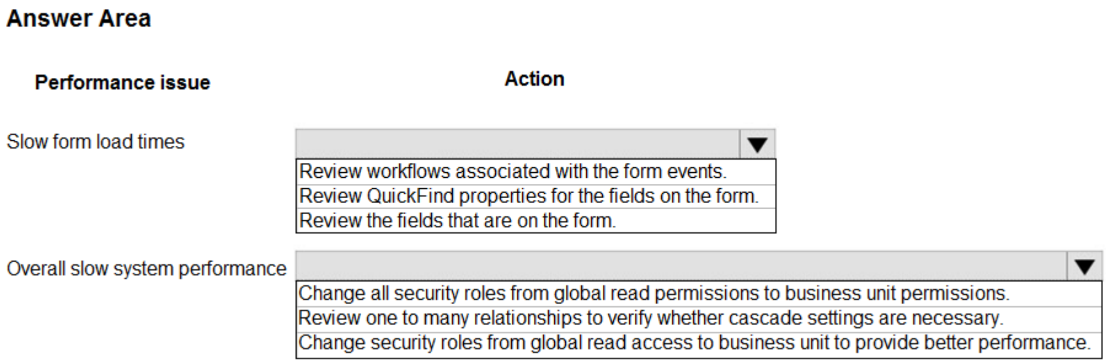
- Form load time is much slower than it was during testing.
- Overall system performance has been significantly slower that it was during testing.

You need to recommend how to troubleshoot system performance.

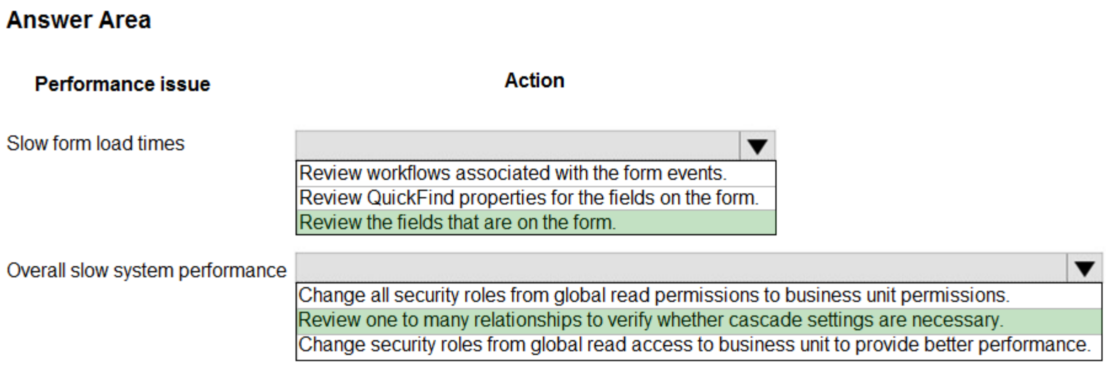
Which actions should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer:



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.

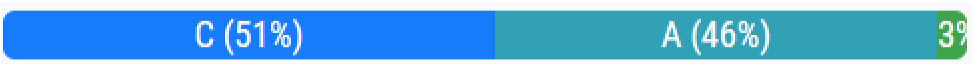
Reference:

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/optimize-form-performance

Question 4

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.

ET User:



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
题库：C
ET 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

Question 5

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.

Answer:

Answer Area

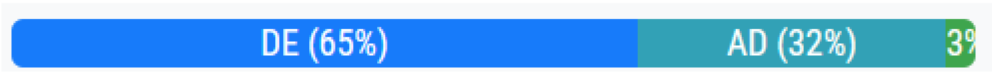
Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	Synchronize the mobile app. Remove organization data filters. **Reduce records included in the profile filter.**
Changes to users' security privileges are not reflected in the mobile app.	**Synchronize the 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.

Question 6

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.

ET User:



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.
题库：AD
ET 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

Question 7

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:

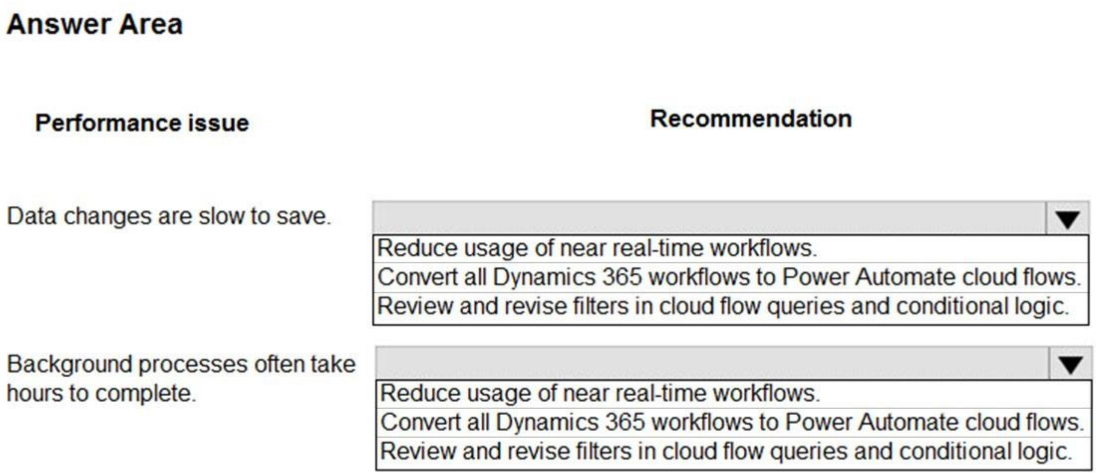
- Data changes are slow to save.
- Background processes often take hours to complete.

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:



ET User:

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.

ET 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/

Question 8

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:

Answer Area

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

ET User: 441

Reason: bulk duplicate detecton will send email to the user not for users own account record

题库：241

ET Answer:

Answer Area

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

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

Question 9

You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.
The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits.
You need to ensure that the API conforms to service protection limits.
Which three metrics should you review? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. The number of requests that a user can make each day.
B. The total number of requests that can be processed each day.
C. The number of concurrent requests that a user can make.
D. The total execution time for requests by all users.
E. The combined execution time required to process requests from a user.

Answer: ACE
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

Question 10

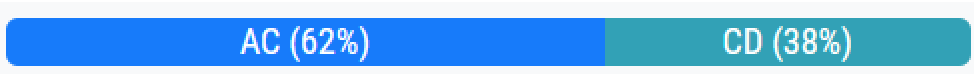
You are evaluating a solution design for a model-driven app that will have a large number of complex forms.
Many of the forms take up to 10 seconds to load.
You need to recommend solution to speed up loading times for the forms.
Which two solutions should you recommend? Each correct answer presents a 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.

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

Question 11

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

ET User:



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.
ET 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/

Question 12

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

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

Question 13

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

ET User:

AB (56%) CD (44%)

sceretti 1 month, 2 weeks ago

Selected Answer: CD

CD for a single update on records

upvoted 1 times

petertwilliams 3 months, 1 week 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, 2 weeks ago

Selected Answer: CD

CD Better Suited

upvoted 1 times

SaschaB 3 months, 4 weeks ago

Selected Answer: CD

This is about a 1-time correction. I see no reason to build neither flow now logic app.

upvoted 1 times

ClairFraser 4 months, 2 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.

ET 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/

Question 14

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?

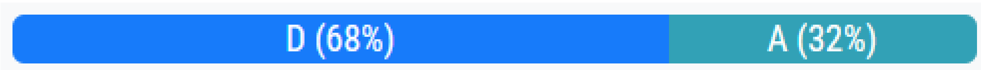
A. Flow information page in flow.microsoft.com

B. Solution history information page

C. Microsoft Power Platform admin center

D. Flow information page in make.powerapps.com

ET User:



Wasea 2 months, 4 weeks 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, 1 week 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 3 months, 4 weeks 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 ago

Strange question. A and D are both correct!

upvoted 1 times

ET 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