

# Microsoft Power Platform Solution Architect v1.0 (PL-600) - Full Access

## Question 1 ( Question Set 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

Answer : ADE

Explanation:

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

D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The 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 ( Question Set 1 )



DRAG DROP -

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

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

You need to document the retry process for the stakeholders.

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

Select and Place:

## Actions

## Answer Area

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

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application redirects calls to an on-premises server.



Answer :

**Actions**

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

**Answer Area**

The application makes a service call  
to the datacenter.

Question 3 ( Question Set 1 )



A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily. You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics 365 applications.

What should you recommend?

- A. Hierarchy security
- B. Field-level security
- C. User access management
- D. Team privileges

Answer : D

Explanation:

User and team management is the area of Microsoft Dataverse where you can create and maintain user accounts and profiles.

A user is any person who works for a business unit who uses Dataverse. Each user has a user account.

A team is a group of users. Teams let users across an organization collaborate and share information.

Note: Why use Dataverse?

- ⇒ Easy to secure: Data is securely stored so that users can see it only if you grant them access. Role-based security allows you to control access to tables for different users within your organization.
- ⇒ Data from your Dynamics 365 applications is also stored within Dataverse, allowing you to quickly build apps that use your Dynamics 365 data and extend your apps with Power Apps.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/user-team-entities> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/intro>

Question 4 ( Question Set 1 )



HOTSPOT -

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area****Requirement****Data type**

Capture information about the technician assigned to each service appointment.

Choice	▼
Choices	▼
Customer	▼
Lookup	▼

Select the tools that the technician must bring to an appointment.

Choices	▼
Customer	▼
Lookup	▼
Text	▼

Answer :

## Answer Area

### Requirement

Capture information about the technician assigned to each service appointment.

### Data type

Choice
Choices
Customer
Lookup

Select the tools that the technician must bring to an appointment.

Choices
Customer
Lookup
Text

Question 5 ( Question Set 1 )



#### HOTSPOT -

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

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

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

You need to recommend the correct technology for the requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Save captured images in an appropriate location.

### Technology option

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

Answer :

## Answer Area

### Requirement

Save captured images in an appropriate location.

### Technology option

- 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

Question 6 ( Question Set 1 )



You are designing a Power Platform solution.

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

You need to recommend a technology that meets these requirements.

Which technology would you recommend the developers adopt to assist the implementation team?

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

Answer : B

Explanation:

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

Reference:

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

Question 7 ( Question Set 1 )



A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity.

The company has the following requirements:

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

You need to recommend a solution to the company.

Which three components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

Answer : BDE

Explanation:

B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.

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 ( Question Set 1 )



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

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

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

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

NOTE: Each correct selection is worth one point.

NOTE: Each correct selection is worth one point.

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

Answer : AB

Explanation:

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

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

Reference:

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

#### Question 9 ( Question Set 1 )



DRAG DROP -

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

The customer provides the following requirements:

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

⇒ Portal must handle 75 concurrent users submitting cases.

Service data must be retained for at least six years.

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

### Answer Area

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

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

Explanation:

Box 1: Functional -

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

Box 2: Non-functional -

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

Box 3: Non-functional -

Examples of common non-functional requirement types include:

⇒ Availability

⇒ Compliance/regulatory

- Data retention/residency
- Performance (response time, and so on)
- Privacy
- Recovery time
- Security

Scalability -

#### 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 ( Question Set 1 )



You are a Power Platform consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

- All support issues must come in by email, need to be logged, and assigned to the support group.
- Accounts must synchronize with the parent company Oracle database.
- Reports must be sent to the executives on a weekly basis.

No custom code will be used in the system.

You need to recommend the components that should be configured.

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

NOTE: Each correct selection is worth one point.

- A. Power Virtual Agents
- B. Microsoft Dataverse
- C. server-side synchronization
- D. Microsoft Customer Voice

Answer : BD

#### Explanation:

The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse.

Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. ... It provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks.

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 ( Question Set 1 )



#### DRAG DROP -

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

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

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

## Answer Area

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

Answer :

## Answer Area

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

Explanation:

Box 1: Non-functional -  
Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 2: Functional -  
Functional requirements describe what the solution needs to do or its behaviors.

Box 3: Functional -

Box 4: Non-functional -

Examples of common non-functional requirement types include:

- Availability
- Compliance/regulatory
- Data retention/residency
- Performance (response time, and so on)

Privacy -

- Recovery time
- Security
- Scalability

### Question 12 ( Question Set 1 )



A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to another employee who creates contacts or updates existing contacts.

You need to recommend a solution to automate the process.

What should you recommend?

- A. Excel Online Connector
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Marketing

Answer : B

Explanation:

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 ( Question Set 1 )



HOTSPOT -

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

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

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

Answer :

## Answer Area

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

Explanation:

Box 1: Yes -

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

Box 2: Yes -

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

Reference:

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

### Question 14 ( Question Set 1 )



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

You need to integrate the Microsoft Power Platform solution with the API.

What should you recommend?

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

Answer : B

Explanation:

A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API.

Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.

Reference:

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

### Question 15 ( Question Set 1 )



You are designing a self-service portal for a company.

The portal must meet the following requirements:

- ⇒ Customers must be able to submit and review cases.
- ⇒ Customers must be able to chat with service representatives in near real time.
- Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns.

You need to recommend solutions for the company that do not require custom development.

Which three apps or services should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Field Service
- B. Dynamics 365 Customer Service
- C. Omnichannel for Customer Service
- D. Customer Insights
- E. Customer self-service portal

Answer : BCE

Explanation:

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 ( Question Set 1 )



HOTSPOT -

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

Users in some regions complain about slow load time of the customizations.

You need to architect a solution based on the main requirement.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

## Goal

## Suggested solution

Divisions actively collaborate on customers.

Single instance; use Microsoft Azure Traffic Manager where needed
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

Regions have separate customers but use the same functionality and need global reporting.

Multiple instances in different regions with data replication
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

Regions have separate functionality and customers but need global reporting on data.

Single instance; use Microsoft Azure Traffic Manager
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

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

## Explanation:

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 ( Question Set 1 )



## HOTSPOT -

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area****Requirement**

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

**Solution**

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**

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

**Solution**

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

## Explanation:

Box 1: Autonumber column -

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

Box 2: Business rule -

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

- Enable or disable columns

Set column values -

- Clear column values
- Set column requirement levels
- Show or hide columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

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 ( Question Set 1 )



DRAG DROP -

A new customer asks you to design a solution for a Power Apps app that uses Microsoft Dataverse. The customer wants to keep the service process simple and save on both licensing and development time.

You need to recommend solutions for the customer.

What should you recommend? To answer, drag the appropriate setting to the correct drop targets. Each source may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

#### Solutions

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

#### Answer Area

##### Scenario

Show the app in Microsoft Outlook.

##### Solution

- 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

Show the app in Microsoft Outlook.

##### Solution

- Model-driven app

Use Universal Resource Scheduling.

- Dynamics 365 Customer Service

Take notes on a mobile phone and record GPS coordinates automatically.

- Canvas app

Explanation:

Box 1: Model-drive app -

Integration with Microsoft Outlook requires a Model-driven app.

Box 2: Dynamics 365 Customer Service

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

Box 3: Canvas app -

Reference:

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

#### Question 19 ( Question Set 1 )



DRAG DROP -

You are reviewing a list of business requirements submitted by a plumbing company.

The company has the following requirements:

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

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

**Solutions**

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

**Answer Area****Business requirement**

Send articles to technicians to allow technicians to help customers resolve issues.

**Solution**

[Solution](#)

Track work progress and inspections at customer sites.

[Solution](#)

Schedule technicians for service appointments.

[Solution](#)

Answer :

**Solutions**

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

**Answer Area****Business requirement**

Send articles to technicians to allow technicians to help customers resolve issues.

**Solution**

[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](#)

Explanation:

Box 1: Dynamics 365 Customer Insights

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

Box 2: Dynamics 365 Field Service

Dynamics 365 Field Service helps to:

⇒ Organize and track resolution of customer issues

⇒ Keep customers updated with the status of their service call and when it's resolved

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

The Field Service application enables you to:

⇒ Improve first-time fix rate

⇒ Complete more service calls per technician per week

⇒ Manage follow-up work and take advantage of upsell and cross sell opportunities

⇒ Reduce travel time, mileage, and vehicle wear and tear

⇒ Organize and track resolution of customer issues

⇒ Communicate an accurate arrival time to customers

⇒ Provide accurate account and equipment history to the field technician

⇒ Keep customers updated with the status of their service call and when it's resolved

⇒ Schedule onsite visits when it's convenient for the customer

⇒ Avoid equipment downtime through preventative maintenance

Box 3: Dynamics 365 Field Service

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

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 ( Question Set 1 )



You are designing a Power Platform solution.

The company wants its development team to create an interactive slider visualization to indicate and filter timeframe data that can be used across all of its apps that can be styled and manipulated by using code.

You need to recommend a technology that meets these requirements.

Which technology would you recommend the developers adopt to assist the implementation team?

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

Answer : B

**Explanation:**

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 ( Question Set 1 )**



You are designing a Power Platform solution for a company. The company issues each employee a tablet device.

The company wants to simplify the opportunity management processes and automate where 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

**Explanation:**

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 ( Question Set 1 )**



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

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

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer : AD

**Explanation:**

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

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

**Reference:**

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

**Question 23 ( Question Set 1 )**



You are designing a Power Platform solution.

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

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

NOTE: Each correct selection is worth one point.

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

Answer : BDE

**Explanation:**

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

Examples of common non-functional requirement types include:

**Availability -**

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

**Reference:**

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

**Question 24 ( Question Set 1 )**

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

The solution has the following requirements:

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

You need to recommend a component for the app.

What should you recommend?

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

Answer : B

**Explanation:**

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

**Reference:**

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

**Question 25 ( Question Set 1 )****HOTSPOT -**

A company has an on-premises data warehouse and analytics solution. The data warehouse consists of multiple multi-dimensional data cubes representing over five years of operational data. The data warehouse consolidates and normalizes data that is sourced from 20 different systems.

The company plans to replace the existing solution with a Microsoft Power Platform solution that connects to the data warehouse. The company wants to provide analytical information to executives in a Microsoft Teams channel to support business planning.

The new solution must meet these requirements:

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

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area****Requirement****Solution**

Data storage and normalization.

<input type="checkbox"/>	Data Gateway
<input type="checkbox"/>	Azure Data Lake
<input type="checkbox"/>	Dataverse for Teams
<input type="checkbox"/>	Azure Analysis Services

Visibility to key operational metrics from various Teams channels.

<input type="checkbox"/>	Power BI
<input type="checkbox"/>	AI Builder
<input type="checkbox"/>	Teams adaptive cards
<input type="checkbox"/>	Microsoft Teams integration object

Answer :

## Answer Area

### Requirement

### Solution

Data storage and normalization.

<input type="checkbox"/> Data Gateway
<input checked="" type="checkbox"/> Azure Data Lake
<input type="checkbox"/> Dataverse for Teams
<input type="checkbox"/> Azure Analysis Services

Visibility to key operational metrics from various Teams channels.

<input type="checkbox"/> Power BI
<input type="checkbox"/> AI Builder
<input type="checkbox"/> Teams adaptive cards
<input checked="" type="checkbox"/> Microsoft Teams integration object

Explanation:

Box 1: Azure Data Lake -

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

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.

#### Question 26 ( Question Set 1 )



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

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

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

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

What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

Answer : A

Explanation:

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

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

Reference:

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

#### Question 27 ( Question Set 1 )



HOTSPOT -

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

Allow users to change the status of a record only if a custom column named Reason is populated.

### Component

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

Answer :

## Answer Area

### Requirement

Allow users to change the status of a record only if a custom column named Reason is populated.

### Component

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

Explanation:

Box 1: Business rule -

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

Box 2: Power Automate flow -

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

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 28 ( Question Set 1 )**

An organization plans to implement a solution to deliver the complete sales process for its sales teams. The organization does NOT have any physical barcode scanners. To meet the organization business requirements, the proposed solution must include the following capabilities:

- Create and qualify leads to contacts
  - Generate quotes and convert quotes to orders
  - Scan product barcodes as part of the order generation process
- You need to recommend a solution to help the organization achieve its business requirements.

What should you recommend?

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

Answer : A

Explanation:

There is barcode scanner control in Power Apps. The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data-matrix code when in view. Use the Dynamics 365 for phones or Dynamics 365 for tablets app to run customer engagement apps (such as Dynamics 365 Sales, Dynamics 365 Customer Service, and Dynamics 365 Marketing), built on Microsoft Dataverse on your mobile device.

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 29 ( Question Set 1 )**

You are creating a scope of work document for a solution.

You have the following requirements:

- Track support cases, first response time, and resolution time.
- Include a chat-like interface that allows managers to check the status of cases with minimal manual searching.
- Allow cases to have multiple different priority levels.

You need to include the required Dynamics 365 and Microsoft Power Platform components.

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

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Service
- B. Power Virtual Agents
- C. Power BI
- D. Dynamics 365 Customer Voice

Answer : AB

Explanation:

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 30 ( Question Set 1 )**

A car dealership has a custom financing table.

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

You need to recommend tools and technologies for the developer.

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

NOTE: Each correct selection is worth one point.

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

Answer : BC

Explanation:

Client-side scripting using JavaScript is one of the ways to apply custom business process logic for displaying data on a form in a model-driven app.

You can use a community tool, Ribbon Workbench, to visually edit ribbons using the UI.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/client-scripting> <https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/customize-commands-ribbon>

### Question 31 ( Question Set 1 )



HOTSPOT -

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

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

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

You need to recommend Power Automate connectors for the app.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## 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	

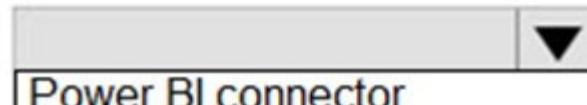
Answer :

## Answer Area

### Data source

### Connector type

Third-party marketing system



Question 32 ( Question Set 1 )



You are designing a solution for a national vehicle repair company.

You have the following requirements:

- ⇒ Customers must search for vehicle issues by using natural language expressions.
- ⇒ Customers must contact a customer service agent as required.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

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

Answer : AD

Explanation:

A: Portal search needs Dataverse search feature to be enabled at Dataverse environment

To enable Dataverse search:

1. In the Power Platform admin center, select an environment.
2. Select Settings > Product > Features.
3. Under Search, set Dataverse search to On.
4. Select 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 ( Question Set 1 )



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

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

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

Which three metrics should you evaluate? Each correct answer part 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

Explanation:

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>

Question 34 ( Question Set 1 )



DRAG DROP -

A client plans to implement Microsoft Power Platform solutions.

The client identifies the following requirements for handling opportunities:

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

You need to recommend tools to meet the client requirements.

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

NOTE: Each correct selection is worth one point.

Select and Place:

**Tools****Answer Area**

Business Rule

Workflows

Business process flow

**Requirement**

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.

**Tool**

Tool

Tool

Tool

Answer :

**Tools****Answer Area**

Business Rule

Workflows

Business process flow

**Requirement**

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.

**Tool**

Business process flow

Business Rule

Workflows

Explanation:

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>

Question 35 ( Question Set 1 )



HOTSPOT -

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

You have the following integration requirements:

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

- Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
- Stream large volumes of data from the company's website to a live Power BI dashboard.

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

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

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.

#### Service

Azure Service Bus  
Azure Notification Hub  
Azure Active Directory  
Azure ExpressRoute

Azure Relay  
Azure SQL  
Azure Cognitive Services  
Azure API Management

Azure Event Hubs  
Azure Service Bus  
Azure SQL

Azure Logic Apps  
Azure Functions  
Azure Service Bus

Answer :

### Answer Area

#### Requirement

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.

#### Service

Azure Service Bus  
Azure Notification Hub  
Azure Active Directory  
Azure ExpressRoute

Azure Relay  
Azure SQL  
Azure Cognitive Services  
Azure API Management

Azure Event Hubs  
Azure Service Bus  
Azure SQL

Azure Logic Apps  
Azure Functions  
Azure Service Bus

Explanation:

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/>

**Question 36 ( Testlet 1 )****Case study -**

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

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

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

**To start the case study -**

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

**Background -**

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team of 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.

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.

#### 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 Area

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

Answer :

## Answer Area

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

## Explanation:

Box 1: Omnichannel for Customer Service dashboard

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

The company has a team 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>

## Question 37 ( Testlet 1 )



## Case study -

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## Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

## Current environment -

## Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

## Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

## Requirements -

## General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about 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.

▪

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

Answer : BC

Explanation:

**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 38 ( Testlet 1 )****Case study -**

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**Background -**

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team of 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.

▪

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

Answer : AB

Explanation:

Scenario:

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

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

Reference:

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

Question 39 ( Testlet 1 )



#### Case study -

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#### Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team of 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.

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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 -

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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.

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#### Issues -

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

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Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

#### 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	First Up employees	
Power Apps portals	Workers	
Microsoft 365 Business Voice		

Answer :

### Answer Area

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

Explanation:

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 40 ( Testlet 2 )****Case study -**

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**To start the case study -**

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**Background -**

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

**Current environment -**

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

**Environment -**

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

**Agents -**

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

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

**IT -**

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

**Management -**

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

**Maintenance -**

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

**Explanation:**

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 41 ( Testlet 2 )



#### Case study -

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#### Background -

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

#### Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

#### Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

#### Agents -

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

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

#### IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

#### Management -

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

#### Maintenance -

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

You need to select an appropriate app for Relecloud.

Which app should you recommend?

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

Answer : D

**Explanation:**

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

**Reference:**

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

**Question 42 ( Testlet 2 )****Case study -**

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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 -**

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**Management -**

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**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.

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

Answer : A

**Explanation:**

<https://www.itexams.com/exam/PL-600?viewall=1>

32/110

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 43 ( Testlet 2 )



Case study -

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The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

Agents -

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

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Management wants to provide frequent flyers with better service when the flyers call.

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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.

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:

## Answer Area

### Solutions

### Requirement

### Solution

**Field controls**

Phone number format

**Workflow**

Sections of Agents case form

**Custom development**

Answer :

## Answer Area

### Solutions

### Requirement

### Solution

**Field controls**

Phone number format

**Field controls**

**Workflow**

Sections of Agents case form

**Workflow**

**Custom development**

Explanation:

Box 1: Field controls -

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

Box 2: Workflow -

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

Question 44 ( Testlet 2 )



Case study -

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The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.  
 Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.  
 Application use layout should be role specific.

#### 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 -

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 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.

#### 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 Area

### Group

### Tool

Maintenance supervisors

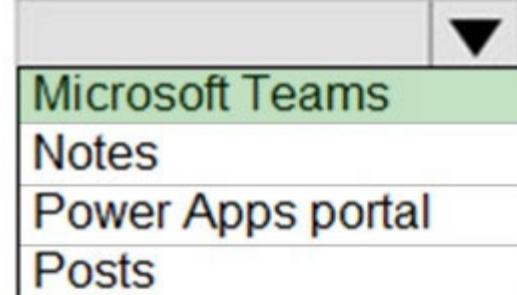
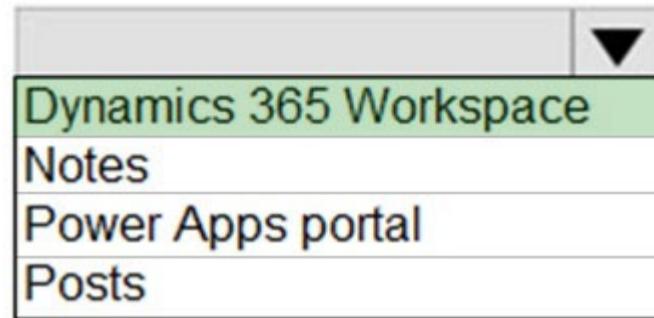
Microsoft Teams
Notes
Power Apps portal
Posts

Aircraft maintenance vendors

Dynamics 365 Workspace
Notes
Power Apps portal
Posts

Answer :

## Answer Area

Group	Tool
Maintenance supervisors	
Aircraft maintenance vendors	

Explanation:

Box 1: Microsoft Teams -

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

Box 2: Dynamics 365 Workspace -

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

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

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-exp/expense-management-mobile-workspace>

Question 45 ( Testlet 2 )



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The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.  
The company uses vendors to service aircraft.

#### Environment -

Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.  
Minimize the use of third-party products and custom development.  
Reduce customer support call volumes by having the system automatically resolve common issues.

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#### Agents -

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

Agents need a solution to replace paper reservation checklists.

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#### 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.

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

What should you recommend?

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

Answer : A

#### Explanation:

Scenario: Agents need a way to track reservation issues.

Use Dynamics 365 Customer Service to:

⇒ Track customer issues through cases

Reference:

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

#### Question 46 ( Testlet 3 )



#### Case study -

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#### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

#### Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.  
Machines are assigned serial numbers and placed in stock until they are shipped to customers.  
Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.  
The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.  
The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

##### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.  
You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.  
Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

##### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

##### Inspection orders -

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
  - Include information about the person who performed each inspection step and any comments made by the inspector.
  - Be automatically marked as failed if one inspection step rating is marked as failed.
  - Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.
- Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

#### Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:  
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

#### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

#### Analytics and reporting -

The solution must:

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

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

You need to recommend a solution for creating the initial inspection checklists.

What should you recommend?

- A. Power Apps Maker portal
- B. Dataverse for Teams
- C. Data Migration utility

Answer : B

Explanation:

Scenario: Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated.

Dataverse for Teams " built on Microsoft Dataverse " provides relational data storage, rich data types, enterprise-grade governance, and one-click solution deployment to the Microsoft Teams app store.

Dataverse for teams table creation has all of the things that are great about Microsoft Lists, without the major downsides.

Reference:

<https://docs.microsoft.com/en-us/powerapps/teams/create-table>



#### Question 47 ( Testlet 3 )

##### Case study -

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##### To start the case study -

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##### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

##### Current environment -

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

##### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

##### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

##### Requirements -

###### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

###### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

###### Inspection orders -

###### Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

##### Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

##### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

##### Analytics and reporting -

###### The solution must:

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

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

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

##### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

#### 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 :

## 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

Explanation:

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>

**Question 48 ( Testlet 3 )****Case study -**

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**To start the case study -**

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**Background -**

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

**Current environment -****Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

**Accounting system -**

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

**Other systems -**

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

**Requirements -****General requirements -**

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

**Quality inspection app -**

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

**Inspection orders -**

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

■

**Inspection standardization -**

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

**Security -**

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

**Analytics and reporting -**

The solution must:

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

each inspection point.

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

You need to recommend a method for transferring machine information to Dynamics 365 Field Service.

What should you recommend?

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

Answer : A

#### Explanation:

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

Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.

#### Reference:

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

### Question 49 ( Testlet 3 )



#### Case study -

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#### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

#### Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

##### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

##### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

##### Inspection orders -

###### Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

##### Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement

limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.

Support the ability to store photo references within each inspection step to document defects found during inspections.

#### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

#### Analytics and reporting -

The solution must:

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

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

You need to recommend a solution to collect the information required to meet reporting requirements.

What should you recommend?

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

Answer : B

#### Explanation:

Business rule can create business recommendations based on business intelligence.

Scenario: Analytics and reporting

The solution must:

- ⇒ Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.
- ⇒ Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
- ⇒ Provide a printed quality certificate to be included with each machine.

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 50 ( Testlet 3 )



#### Case study -

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#### Background -

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Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

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The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

**General requirements -**

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

**Quality inspection app -**

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.
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Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

**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.

**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 Area

### Requirement

### Solution

**View, assign, and resolve inspection bottlenecks.**

Booking rules
Schedule board
Proficiency models

**Automatically input measurement readings from inspection gauges**

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

Answer :

## Answer Area

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	<div style="border: 1px solid black; padding: 5px;"> <p>Booking rules</p> <p>Schedule board</p> <p>Proficiency models</p> </div>
Automatically input measurement readings from inspection gauges	<div style="border: 1px solid black; padding: 5px;"> <p>Custom connector</p> <p>Azure IoT Hub connector</p> <p>Azure IoT Central connector</p> <p>Microsoft Dataverse connector</p> </div>

Explanation:

Box 1: Schedule board -

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

Box 2: Azure IoT Central connector

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

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

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

⇒ Connected Field Service for Azure IoT Central

Connected Field Service for Azure IoT Hub

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

Reference:

<https://vegibit.com/azure-iot-hub-vs-iot-central><https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>

Question 51 ( Question Set 2 )



DRAG DROP -

You are designing data loss policies for a Microsoft Power Platform implementation.

You have the following requirements:

⇒ Solutions that use the HTTP connector must not include any other connectors.

⇒ Prevent the use of the Microsoft Forms connector.

⇒ Allow the use of the Azure DevOps connector.

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

To which data policy group should you assign the connector? To answer, drag the appropriate setting to the correct drop targets. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

## Answer Area

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

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

Explanation:

Box 1: Business -

If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow.

Box 2: Non-business -

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

Box 3: Blocked -

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

Data policy group Business blocked

Reference:

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

Question 52 ( Question Set 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.

Answer :

## Answer Area

### Business requirement

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

### Solution

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.

Explanation:

Box 1: Assign only Create rights to activities

### Question 53 ( Question Set 2 )

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Microsoft Power Platform solution. You need to recommend a data-loading solution. What should you recommend?

- A. Use the Excel Template feature.
- B. Add the contacts to a static worksheet.
- C. Use the Import from Excel feature.

Answer : A

Explanation:

Import data that's stored somewhere else into your model-driven app using the import feature in Power Apps.

Every table has required columns that must exist in your input file. It's recommended that you download an Excel template, add your data, and then import the file to your app. The template saves time and effort. Don't add or modify columns in the template to avoid issues during the import.

Note:

Step 1: Download an Excel template

To avoid mapping issue, it's recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don't add or modify columns in the template to avoid issues during the import process.

Step 2: Import your data -

Use the template that you downloaded in the previous step (modified with your data) and import the file to your app.

Reference:

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

### Question 54 ( Question Set 2 )

You are designing the data model for a school. The school wants to track students' enrollments in courses.

The system must meet the following requirements:

☞ Track the courses in which each student is enrolled.

☞ Track the students that are enrolled in each course.

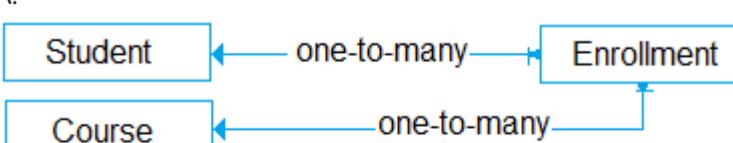
Track dates when each student enrolled in each course and the person who approved the enrollment.

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

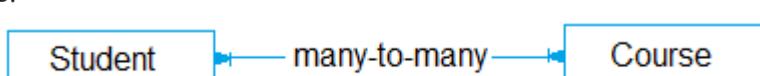
You need to recommend a data model that will fit the school's requirements.

Which logical model should you recommend?

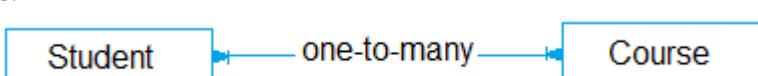
A.



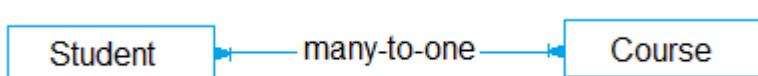
B.



C.



D.



Answer : A

Explanation:

Need a relationship table.

N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table. When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it.

Reference:

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

### Question 55 ( Question Set 2 )



HOTSPOT -

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

The company has the following requirements:

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

You need to design the security model for the portal.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

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

### Scope

Self
Parent
Contact
Account

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

Self
Global
Contact
Account

Answer :

## Answer Area

### Requirement

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

### Scope

Self
Parent
Contact
Account

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

Self
Global
Contact
Account

Explanation:

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 56 ( Question Set 2 )



## HOTSPOT -

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

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

The company needs the following custom table relationships defined:

- ⇒ Associate educators with a list of their professional qualifications.
- ⇒ Assign a primary educator to each course that is held.
- ⇒ Collect information about every course that is held.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

## Requirement

## Relationship

Educators must be associated with their qualifications.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

When a course is held there must be a primary educator assigned.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

When a course is held, the company needs to collect information on that session.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

Answer :

## Answer Area

## Requirement

## Relationship

Educators must be associated with their qualifications.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

When a course is held there must be a primary educator assigned.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

When a course is held, the company needs to collect information on that session.

Many-to-many relationship that uses a system generated table
Many-to-many relationship that uses a custom table
One-to-many relationship

Reference:

Box 1: One-to-many relationship -

Each educator can have 0, 1, or many qualifications

Box 2: One-to-many relationship -

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

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

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 57 ( Question Set 2 )



## HOTSPOT -

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

The security model must meet the following requirements:

Restrict sharing of data between Power Automate connectors.

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

You need to recommend security features for the solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

## Requirement

## Feature

Restrict sharing of data between Power Automate connectors

Security group
Data loss prevention policy

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

Security group
Data loss prevention policy

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

## Explanation:

Box 1: Data loss prevention policy

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

Box 2: Security group -

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

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 58 ( Question Set 2 )



You are designing a database table for a client.

You have the following requirements:

Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values.

Prevent the addition of duplicate colors based on the hexadecimal value for the color.

You need to recommend a design for the table.

Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Mark the hex value column as business required.

B. Configure and schedule a recurring bulk record deletion job.

C. Create alternate keys for the table.

D. Mark the RGB value column as business required.

## Explanation:

B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app.

C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to define which columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.

## Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal> <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity>

Question 59 ( Question Set 2 )



## HOTSPOT -

A company uses Dynamics 365 Sales and Power BI.

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Notify the sales manager when an Opportunity changes sales stage.

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

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

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

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

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

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

## Explanation:

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

Use Microsoft Dataverse as the data source.

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

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

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

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

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

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 60 ( Question Set 2 )



A company is implementing Dynamics 365 Sales.

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

The company has turned off all of the box quote calculations in order to implement its own custom calculations.  
When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.  
You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.  
Which two options should you recommend? Each answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

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

Answer : AB

#### Question 61 ( Question Set 2 )



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

- A. Account hierarchy
- B. Field security profile
- C. Position hierarchy
- D. Security roles

Answer : CD

Explanation:

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 62 ( Question Set 2 )



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

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

Answer : B

Explanation:

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

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

Note:

To implement data import, you typically do the following:

- ☞ Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
- ☞ Create a data map or use an existing data map.
- ☞ Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
- ☞ Create a data map or use an existing data map.
- ☞ Associate an import file with a data map.
- ☞ Upload the content from a source file to the associated import file.
- ☞ Parse the import file.
- ☞ Transform the parsed data.
- ☞ Upload the transformed data into the target Dataverse server.

Reference:

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

#### Question 63 ( Question Set 2 )



A company has a Power Platform environment that connects to a third-party marketing application.

The company reports that the data in the Power Platform lead table does not match data from the marketing application.

Issues include:

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

You need to determine which processes are causing the issues.

Which three processes may be causing the differences observed? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dataflow
- B. Business rule
- C. Classic workflow

- D. Power Automate cloud flow
- E. Duplicate detection rule

Answer : ABC

**Explanation:**

A: With advanced data preparation available in Power Apps, you can create a collection of data called a dataflow, which you can then use to connect with business data from various sources, clean the data, transform it, and then load it to Microsoft Dataverse or your organization's Azure Data Lake Gen2 storage account.

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

- Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

C: Duplicate detection works by comparing generated match codes of existing records with each new record being created. These match codes are created as each new record is created. Therefore, there is potential for one or more duplicate records to be created if they are processed at the exact same moment. In addition to detecting duplicates as they are created, you should schedule duplicate detection jobs to check for other potential duplicate records.

**Reference:**

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-and-use-dataflows>

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

**Question 64 ( Question Set 2 )**



**HOTSPOT -**

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

The company reports the following issues:

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

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Issue

### Solution

Migration processes fail due to operation timeouts.

Increase multithreading and/or batch size settings.
Decrease multithreading and/or batch size settings.
Ensure you are loading data into all tables at the same time.
Ensure you are loading data into tables in a particular order.

Records that include lookup columns often fail to load.

Increase multithreading and/or batch size settings.
Decrease multithreading and/or batch size settings.
Ensure you are loading data into all tables at the same time.
Ensure you are loading data into tables in a specific order.

Answer :

## Answer Area

### Issue

### Solution

Question 65 ( Question Set 2 )



A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads. You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Microsoft Customer Voice
- B. Business Process Modeler task guide
- C. Dashboards
- D. Business Process Flow

Answer : D

Question 66 ( Question Set 2 )



**HOTSPOT -**

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

The solution must meet the following requirements:

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

You need to recommend the most suitable solution to integrate Dynamics 365 Sales with both systems.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Integration requirement

### Solutions

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

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

External system sends data to Dynamics 365 Sales.

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

Answer :

## Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	<div style="border: 1px solid black; padding: 5px;"> <p><b>Use virtual tables.</b></p> <p>Use a custom plug-in.</p> <p>Use Dynamics 365 Web API.</p> </div>

Question 67 ( Question Set 2 )



HOTSPOT -

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources. The company reports the following data quality issues with the existing solution:

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	<div style="border: 1px solid black; padding: 5px;"> <p>Define a data mask.</p> <p>Define and implement duplicate detection rules.</p> <p>Define the data type and format for each column.</p> </div>
The database includes multiple instances of some records.	<div style="border: 1px solid black; padding: 5px;"> <p>Define requirements for data entry.</p> <p>Define and implement duplicate detection rules.</p> <p>Define the data type and format for each column.</p> </div>

Answer :

## Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	<div style="border: 1px solid black; padding: 5px;"> <p>Define a data mask.</p> <p>Define and implement duplicate detection rules.</p> <p>Define the data type and format for each column.</p> </div>
The database includes multiple instances of some records.	<div style="border: 1px solid black; padding: 5px;"> <p>Define requirements for data entry.</p> <p>Define and implement duplicate detection rules.</p> <p>Define the data type and format for each column.</p> </div>

Explanation:

Box 1: Define the data type and format for each column  
Increase the data type size of the column.

Box 2: Define and implement duplicate detection rules

Reference:

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

Question 68 ( Question Set 2 )



**HOTSPOT -**

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

The company has the following requirements:

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

You need to recommend a solution that meets the requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**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
Compliance policy
Conditional access
Mobile threat integration

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
Compliance policy
Conditional access
Mobile threat integration

Explanation:

Box 1: Field security profile -

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

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

Box 2: Compliance policy -

Compliance policy settings are 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>



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

Explanation:

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 70 ( Question Set 2 )



You are designing a Power Platform solution for a company.

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

You need to recommend actions to meet the requirements.

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

NOTE: Each correct selection is worth one point.

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

Answer : BD

Explanation:

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

Reference:

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

#### Question 71 ( Question Set 2 )



HOTSPOT -

An organization is optimizing its Microsoft Power Platform solution architecture.

The optimization needs to address the following:

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Requirement	Design
<p>Users report that when a case is assigned to another user, all activities are also assigned.</p>	<p>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.</p>
<p>Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.</p>	<p>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.</p>

Answer :

## Answer Area

Requirement	Design
<p>Users report that when a case is assigned to another user, all activities are also assigned.</p>	<p>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.</p>
<p>Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.</p>	<p>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.</p>

Explanation:

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>

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

Explanation:

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 73 ( Question Set 2 )

HOTSPOT -

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

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

You need to recommend the team types to use.

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

NOTE: Each correct selection is worth one point.

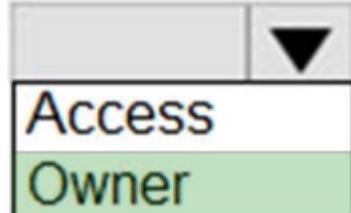
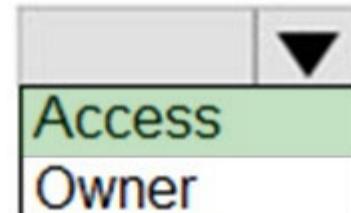
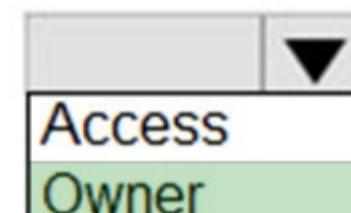
Hot Area:

## Answer Area

Requirement	Team type
Cleaning teams	<input type="checkbox"/> Access Owner
Emergency room teams	<input type="checkbox"/> Access Owner
Billing teams	<input type="checkbox"/> Access Owner

Answer :

## Answer Area

Requirement	Team type
Cleaning teams	
Emergency room teams	
Billing teams	

Explanation:

Box 1: Owner team -

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

Box 2: Access team -

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

Question 74 ( Question Set 2 )



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

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

You need to recommend a relationship behavior.

Which relationship behavior should you recommend?

- A. Referential, Restrict Delete
- B. Custom
- C. Parental
- D. Referential, Remove Link

Answer : A

Explanation:

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 75 ( Question Set 2 )



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

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

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

NOTE: Each correct selection is worth one point.

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

Answer : AB

Explanation:

B: We need 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 76 ( Question Set 2 )



A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures.

Patient records are stored within the company's cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient's identity.

You need to recommend a solution to display the patient information.

What should you recommend?

- A. Virtual table
- B. Business rule
- C. Privacy preference
- D. Data gateway
- E. Custom dataflow

Answer : A

Explanation:

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

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 77 ( Question Set 2 )



HOTSPOT -

A company plans to deploy multiple Microsoft Dataverse environments. You are supporting the go-live process.

The company reports the following access issues:

- ⇒ Users can access account records but cannot read a column in the table.
- ⇒ A licensed user receives an insufficient permission error when opening leads.
- ⇒ A licensed user does not appear in the list of users available for security assignment.

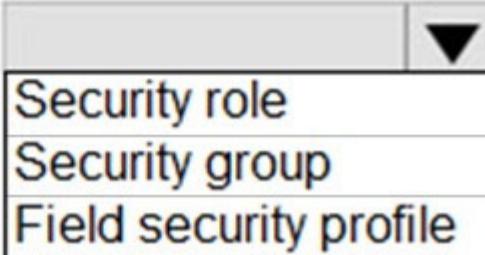
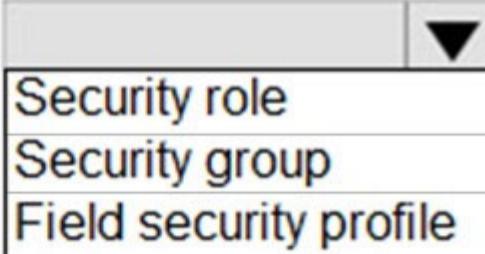
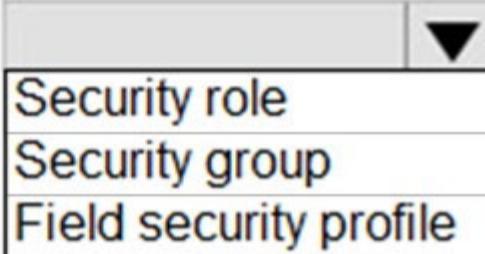
You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

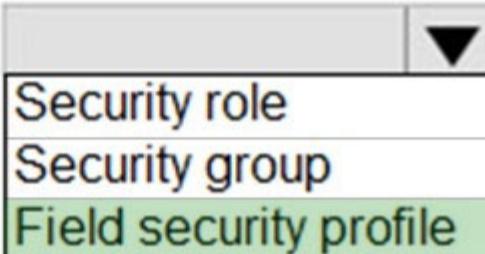
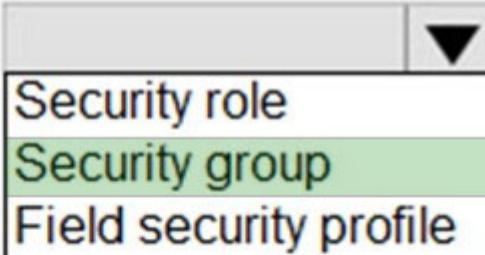
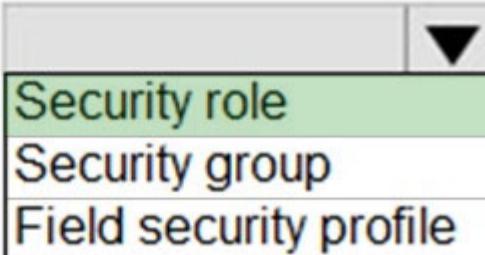
Hot Area:

## Answer Area

Issue	Action
Users can access account records but cannot read a column in the table.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>
A licensed user receives an insufficient permission error when opening leads.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>
A licensed user does not appear in the list of users available for security assignment.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>

Answer :

## Answer Area

Issue	Action
Users can access account records but cannot read a column in the table.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>
A licensed user receives an insufficient permission error when opening leads.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>
A licensed user does not appear in the list of users available for security assignment.	 <ul style="list-style-type: none"><li>Security role</li><li>Security group</li><li>Field security profile</li></ul>

References:

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

**Question 78 ( Question Set 2 )**

A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The company wants to apply the business rules to all forms in the app.

You need to recommend a simplified form setup so the form can be maintained moving forward.

What should you recommend?

- A. Manage the business logic with a Power Apps Component Framework (PCF) control.
- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C. Remove the Business Rules and use only JavaScript.
- D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

Answer : A

Explanation:

PCF controls are reusable.

Reference:

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

**Question 79 ( Question Set 2 )**

A local bank uses Microsoft Power Platform apps to store customer data.

The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design.

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer : CD

Explanation:

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 or 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 80 ( Question Set 2 )**

HOTSPOT -

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs.

The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs.

The solution must meet the following requirements:

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

You need to recommend an authentication strategy.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

User type	Authentication model
Call center employee	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Repair service customer	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Third-party technician	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role

Answer :

**Answer Area**

User type	Authentication model
Call center employee	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Repair service customer	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role
Third-party technician	Azure AD and a security role Azure AD and a web role Authenticated user and a security role Authenticated user and a web role

Explanation:

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 81 ( Question Set 2 )



DRAG DROP -

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

The data model must meet the following requirements:

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

You need to recommend cascading strategies for the data model.

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

NOTE: Each correct selection is worth one point.

Select and Place:

#### Cascading strategies

#### Answer Area

- Cascade All
- Cascade Active
- Cascade User Owned
- Cascade None

#### Requirement

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.

#### Cascading strategy

- Cascading strategy
- Cascading strategy

Answer :

#### Cascading strategies

#### Answer Area

- Cascade All
- Cascade Active
- Cascade User Owned
- Cascade None

#### Requirement

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.

#### Cascading strategy

- Cascade All
- Cascade User Owned

Explanation:

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>

#### Question 82 ( Question Set 2 )



You are a Microsoft Power Platform architect designing a solution.

You must use a custom connector to integrate Power Automate with a data source.

You need to authenticate the connector with the data source.

Which three authentication methods can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Basic authentication
- B. Generic OAuth 2.0
- C. OpenID Connect (OIDC)
- D. API Key
- E. Pass-through

Answer : ABD

Explanation:

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 83 ( Question Set 2 )



HOTSPOT -

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

The following issues have been identified:

⇒ The superuser team cannot access make.powerapps.com to open and set the environment variables.

Users are added to the environment Azure AD security group and are not able to access the model-driven app.

▪

⇒ Users are added to the environment Azure AD security group and are not able to access the canvas app.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Issue

**The superuser team cannot set the environment variables.**

#### Resolution

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

The superuser team cannot set the environment variables.

### Resolution

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.

Question 84 ( Question Set 2 )



#### DRAG DROP -

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

The solution must meet the following security requirements:

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

### Security objects

### Answer Area

### Restriction

 Security role  
 Team  
 Security group  
 User profile
 

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

 Security object  
 Security object  
 Security object
 

Answer :

### Security objects

### Answer Area

### Restriction

 Security role  
 Team  
 Security group  
 User profile
 

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

 Team  
 Security group  
 Security role

#### Explanation:

##### 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>

#### Question 85 ( Testlet 4 )



##### Case study -

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

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

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

##### To start the case study -

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

##### Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

##### Current environment -

###### Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

##### Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management.

Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

##### Requirements -

###### General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

###### Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

###### Job history information -

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

###### Worker access -

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

#### Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

#### Reporting and analytics -

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

#### Security -

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

#### Issues -

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.

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

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

#### HOTSPOT -

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

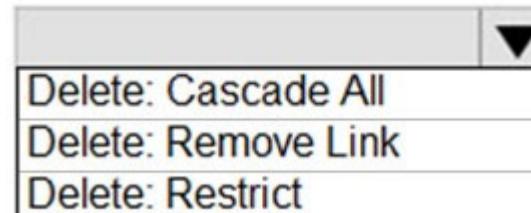
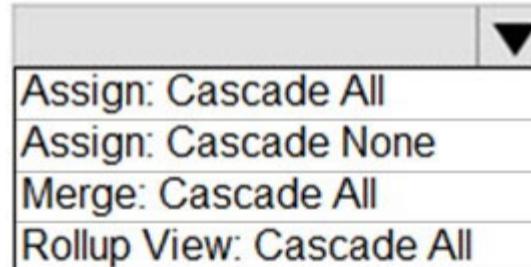
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Scenario	Relationship behavior
<b>A worker transfers to a new client company.</b>	<ul style="list-style-type: none"> <li>Assign: Cascade All</li> <li>Assign: Cascade None</li> <li>Merge: Cascade All</li> <li>Rollup View: Cascade All</li> </ul>
<b>A user deletes a worker's job placement history.</b>	<ul style="list-style-type: none"> <li>Delete: Cascade All</li> <li>Delete: Remove Link</li> <li>Delete: Restrict</li> </ul>



Answer :

## Answer Area

### Scenario

### Relationship behavior

A worker transfers to a new client company.

- Assign: Cascade All
- Assign: Cascade None**
- Merge: Cascade All
- Rollup View: Cascade All

A user deletes a worker's job placement history.

- Delete: Cascade All
- Delete: Remove Link
- Delete: Restrict**

Explanation:

Box 1: Assign: Cascade None - Scenario: Worker skill records must be archived after ten years and are then removed from the main system.

Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

### Question 86 ( Testlet 4 )



Case study -

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Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment -

Existing systems and processes -

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management.

Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements -

General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First Up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

#### Job history information -

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

#### Worker access -

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

▪

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

#### Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

#### Reporting and analytics -

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

#### Security -

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

#### Issues -

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.

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

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

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

#### Explanation:

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

#### 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 87 ( Testlet 4 )



#### Case study -

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#### Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions. First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual. The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

#### Current environment -

##### Existing systems and processes -

First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

#### Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

#### Requirements -

##### General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

##### Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

#### Job history information -

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

#### Worker access -

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

-

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

#### Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

### Reporting and analytics -

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

### Security -

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

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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.

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The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

### HOTSPOT -

You need to design tables for the solution.

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

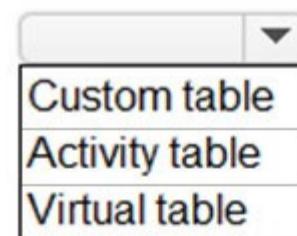
NOTE: Each correct selection is worth one point.

Hot Area:

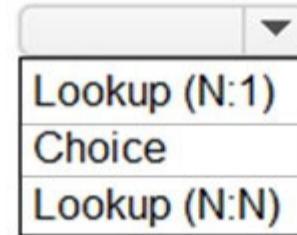
### Answer Area

#### Data type      Technical solution

Job placement record



Security clearance record

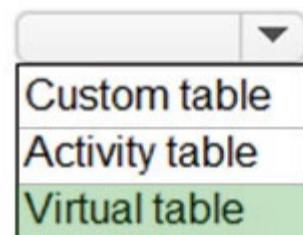


Answer :

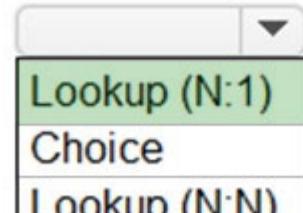
## Answer Area

Data type	Technical solution
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Job placement record



Security clearance record



Question 88 ( Testlet 4 )



**Case study -**

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**Background -**

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The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

**Current environment -**

**Existing systems and processes -**

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

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#### Data platform -

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#### Issues -

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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.

#### 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

Provide workers a self-service option for viewing personal and skills information.

Authenticate workers who use the self-service option for updating skills information.

Plan routes for audit teams.

### Solution

Power Automate  
QnA Maker  
Azure Cognitive Services

Azure Active Directory B2B  
Azure Active Directory B2C  
Dynamics 365 owner team

Azure traffic routing  
Address input component  
Dynamics 365 Field Service

Answer :

## Answer Area

### Requirement

Provide workers a self-service option for viewing personal and skills information.

Authenticate workers who use the self-service option for updating skills information.

Plan routes for audit teams.

### Solution

Power Automate  
QnA Maker  
Azure Cognitive Services

Azure Active Directory B2B  
Azure Active Directory B2C  
Dynamics 365 owner team

Azure traffic routing  
Address input component  
Dynamics 365 Field Service

Explanation:

Box 1: Power Automate -

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

Box 2: Azure Active Directory B2B

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

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

Note, Scenario:

- ⇒ Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
- ⇒ User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

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

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

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 89 ( Testlet 4 )****Case study -**

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**Background -**

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions. First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual. The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

**Current environment -****Existing systems and processes -**

First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

**Client company visits -**

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

**Requirements -****General -**

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First Up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

**Client company visits -**

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

**Job history information -**

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

**Worker access -**

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

**Data platform -**

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

**Reporting and analytics -**

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

**Security -**

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

**Issues -**

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.

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

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

**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**

<b>Issue</b>	<b>Resolution method</b>
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.

- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

Answer :

## Answer Area

Issue	Resolution method
-------	-------------------

Users cannot see Power BI reports.

<b>Add users to Microsoft 365.</b> <b>Assign Power BI licenses to users.</b> <b>Configure an on-premises data gateway.</b>
--

Historical data does not appear in reports.

<b>Configure Azure Data Lake.</b> <b>Configure a custom connector.</b> <b>Configure an on-premises data gateway.</b>
--

Question 90 ( Testlet 4 )



**Case study -**

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**Background -**

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution.

Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

**Current environment -**

**Existing systems and processes -**

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

▪

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

**Client company visits -**

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management.

Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

**Requirements -**

**General -**

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

**Client company visits -**

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

**Job history information -**

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

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Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

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**Worker access -**

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

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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.

**DRAG DROP -**

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

**Methods**

Dataverse Application User

Power Platform Local Business Owner Team

Azure Active Directory B2B Guest Access

Azure Active Directory Security Group Team

**Answer Area****Group of users****Method**

Full-time employees

Method

Automation

Method

Corporate governance auditing team

Method

Answer :

Methods	Answer Area
Dataverse Application User	
Power Platform Local Business Owner Team	Full-time employees
Azure Active Directory B2B Guest Access	Automation
Azure Active Directory Security Group Team	Corporate governance auditing team
	Method
	Power Platform Local Business Owner Team
	Azure Active Directory Security Group Team
	Azure Active Directory B2B Guest Access

#### Explanation:

##### 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>

#### Question 91 ( Testlet 5 )



##### Case study -

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##### To start the case study -

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##### Background -

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

##### Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

##### Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

##### Agents -

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

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

**IT -**

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

**Management -**

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

**Maintenance -**

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

Answer : C

Explanation:

Scenario:

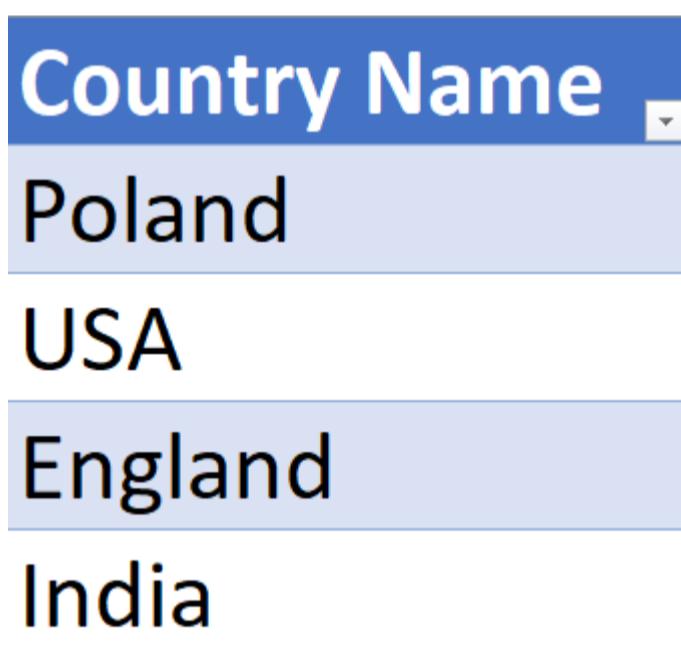
⇒ Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

⇒ 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 : once you define its text values you can centrally manage it.

Example:



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 92 ( Testlet 5 )

**Case study -**

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**Background -**

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

**Current environment -**

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

#### Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

#### Agents -

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

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

#### IT -

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

#### Management -

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

#### Maintenance -

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

#### 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:

## Answer Area

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

Answer :

## Answer Area

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

Explanation:

Luggage: Custom activity table -

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

Passenger: Customer table -

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

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

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

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.

### Question 93 ( Testlet 5 )



Case study -

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The company uses vendors to service aircraft.

Environment -

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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.

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

What should you include in the recommendation?

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

Answer : A

Explanation:

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

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

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 94 ( Testlet 5 )



Case study -

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Background -

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

Current environment -

The company uses Microsoft Office 365.

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

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment -

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

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues.

The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the table.

Application use layout should be role specific.

**Agents -**

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

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

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

**IT -**

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

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

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

**Management -**

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

**Maintenance -**

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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.

**Answer : BEF**

**Explanation:**

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 95 ( Testlet 5 )

**Case study -**

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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.

You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

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

Answer : A

Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

#### Question 96 ( Testlet 5 )



Case study -

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Application user layout should be role specific.

#### Agents -

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#### IT -

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#### 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.

#### 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

<b>Power BI</b>
<b>Dashboard</b>
<b>Microsoft Power Automate</b>
<b>Microsoft Power Apps</b>

#### Management

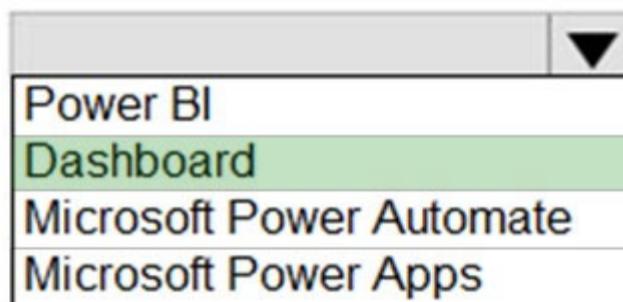
<b>Power BI</b>
<b>Microsoft Power Apps</b>
<b>Microsoft AppSource</b>
<b>Microsoft Power Automate</b>

Answer :

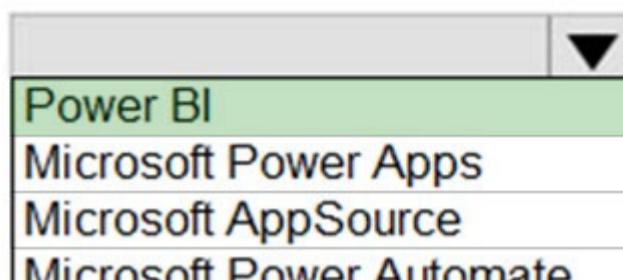
## Answer Area

### User type      Tool

Agent



Management



Question 97 ( Testlet 6 )



#### Case study -

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#### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

##### Overview -

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

##### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

##### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

#### Inspection orders -

##### Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

#### Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must: Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

#### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

#### Analytics and reporting -

The solution must:

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

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

#### 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.
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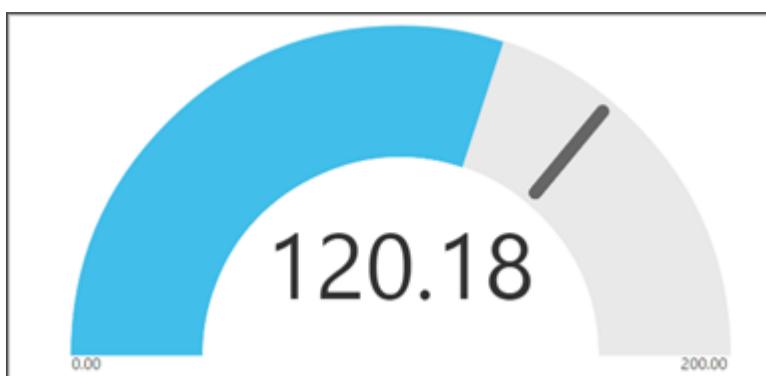
Add visibility to the manufacturing inspection records for onsite technicians.

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

**Explanation:**

Box 1: Create and embed a Power BI radial gauge

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



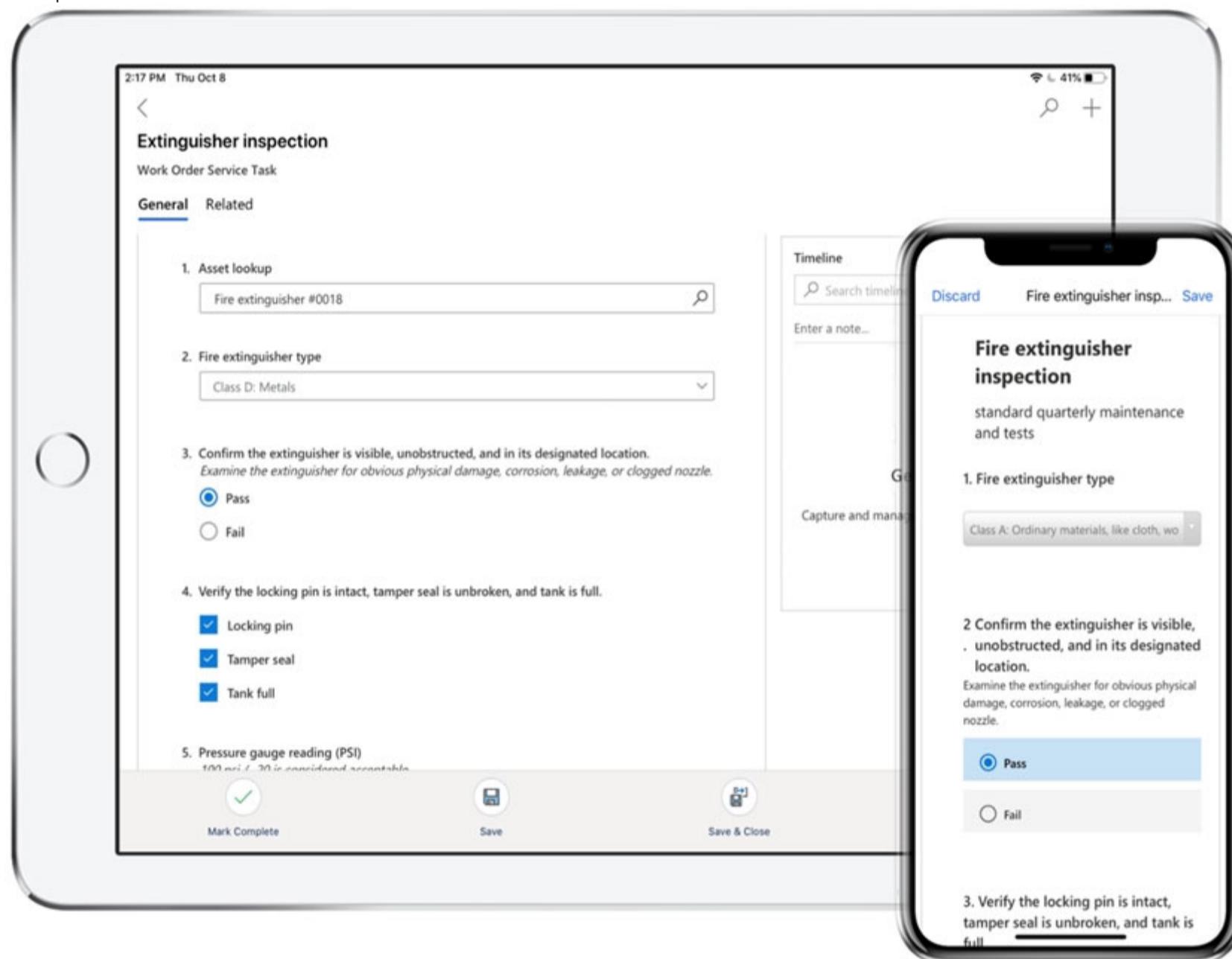
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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

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

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

Example:

**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>

Question 98 ( Testlet 6 )

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**Current environment -**

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

**Accounting system -**

The current system does not handle shop floor or manufacturing planning functionality.

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.
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▪

**Inspection standardization -**

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

**Security -**

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

**Analytics and reporting -****The solution must:**

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

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

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

**Issues -**

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

**HOTSPOT -**

You need to recommend solutions to meet the integration requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Requirement

View, assign, and resolve inspection bottlenecks.

### Solution

Booking rules
Schedule board
Proficiency models

Automatically input measurement readings from inspection gauges

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

Answer :

## Answer Area

### Requirement

View, assign, and resolve inspection bottlenecks.

### Solution

Booking rules
Schedule board
Proficiency models

Automatically input measurement readings from inspection gauges

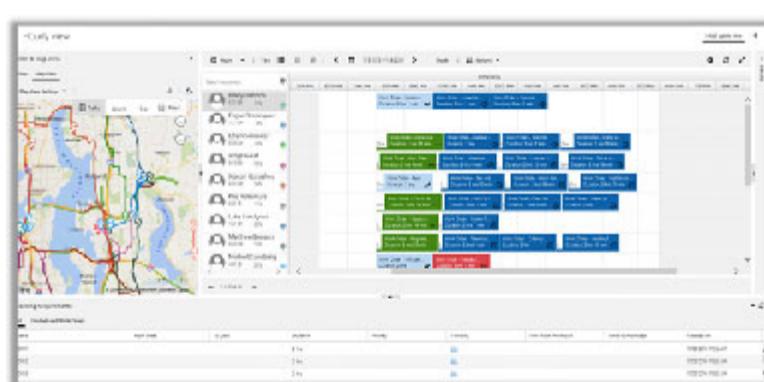
Custom connector
Azure IoT Hub connector
Azure IoT Central connector
Microsoft Dataverse connector

Explanation:

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 99 ( Testlet 6 ) 

## Case study -

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## To start the case study -

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## Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

## Current environment -

Overview -  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

## Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

## Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

## Requirements -

## General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

## Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

## Inspection orders -

## Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
  - Include information about the person who performed each inspection step and any comments made by the inspector.
  - Be automatically marked as failed if one inspection step rating is marked as failed.
  - Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.
- Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

## Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must: Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

#### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

#### Analytics and reporting -

The solution must:

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

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

#### 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.

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 one-to-many relationship and set the behavior to Cascade None.**

**Create a many-to-many relationship and set the behavior to Cascade None.**

**Explanation:**

Box 1: Create a lookup to Dynamics 365 Field Service

Scenario: Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Entity lookup: Allows technicians to choose a Dynamics 365 record. In the inspection designer interface, admins must select an entity and a field to display. For a chosen entity, the Name field and mandatory fields are the entity attributes that can be displayed in the lookup.

Box 2: Create a one-to-many relationship and set the behavior to Parental

Scenario: Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.

- Be automatically marked as failed if one inspection step rating is marked as failed.

Each inspection order can have one or many inspection steps, and each inspection step has a rating.

Note: Each pair of tables that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet usually only one of those relationships can be considered a parental table relationship.

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 100 ( Testlet 6 )****Case study -**

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**Background -**

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

**Current environment -**

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

**Accounting system -**

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

**Other systems -**

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

**Requirements -****General requirements -**

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

**Quality inspection app -**

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

**Inspection orders -****Inspection orders must:**

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.

- Include information about the person who performed each inspection step and any comments made by the inspector.

- Be automatically marked as failed if one inspection step rating is marked as failed.

- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

**Inspection standardization -**

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

**Security -**

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in. Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.

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

**Analytics and reporting -**

The solution must:

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

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

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

**Issues -**

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

**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 :

## 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

Explanation:

Box 1: Security role -

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

Scenario:

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

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

Box 2: Data flow -

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

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

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>

### Question 101 ( Testlet 6 )



#### Case study -

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#### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

##### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

##### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

##### Inspection orders -

###### Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

#### Inspection standardization -

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

Support the addition of steps to inspections to support custom features added to a machine for a customer.

Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

#### Security -

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

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

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

#### Analytics and reporting -

The solution must:

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

each inspection point.

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

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

#### Issues -

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

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

#### Explanation:

Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app.

Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse using the same system user identities and credentials available in an Azure Active Directory based network.

#### Scenario:

⇒ Users must be active employees of Fabrikam.

⇒ Quality inspection app: Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

#### Reference:

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

### Question 102 ( Testlet 6 )



#### Case study -

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#### To start the case study -

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#### Background -

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

#### Current environment -

**Overview -**  
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

#### Accounting system -

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

#### Other systems -

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

#### Requirements -

##### General requirements -

The solution must be able to provide a printed quality certificate that is included with each machine. The inspection certificate must contain the name of the customer that the machine is sold to before the certificate is finalized.

Information about each machine produced must be transferred to Dynamics 365 Field Service. The information must include machine specifications and maintenance requirements.

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they perform maintenance on machines.

Machine information must not be transferred to Dynamics 365 Field Service until the machine passes inspection and the inspection certificate is certified.

##### Quality inspection app -

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

##### Inspection orders -

###### Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
  - Include information about the person who performed each inspection step and any comments made by the inspector.
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  - Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.
- Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

**Inspection standardization -**

Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:

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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.

You need to resolve the issue reported during testing.

What should you do?

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

Answer : A

Explanation:

Need to store the image in the table.

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

**Question 103 ( Testlet 6 )****Case study -**

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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.

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

#### Explanation:

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.

#### Question 104 ( Question Set 3 )



A company has a Microsoft Power Platform solution that integrates with a third-party system.

The client reports that unexpected updates are being made to the Accounts table.

You need to determine the root cause of the issue.

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

NOTE: Each correct selection is worth one point.

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

Answer : ABD

#### Explanation:

Explanation:

A: How to View Auditing Log Details?

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

1. Go to Settings > System > Auditing.
2. Choose Audit Summary View.
3. Under Audit Summary View, you will see the list of audit entries

The screenshot shows the Microsoft Dynamics CRM interface. At the top, there's a navigation bar with 'Microsoft Dynamics CRM' on the left, followed by 'Settings' and 'Auditing'. On the right side of the top bar are icons for a clock, a plus sign, and a search bar labeled 'Search CRM data'. Below the top bar, there's a yellow banner with the text 'See how the interactive service hub can make you more productive.' and a button 'Experience it now'. The main content area is titled 'Audit'. Underneath, there's a heading 'What would you like to do?' followed by four options: 'Global Audit Settings', 'Entity and Field Audit Settings', 'Audit Summary View' (which is highlighted with a yellow background), and 'Audit Log Management'.

## Audit

### What would you like to do?

**Global Audit Settings**

Select audit settings for your organization.

**Entity and Field Audit Settings**

Enable audit tracking on selected entities and fields.

**Audit Summary View**

View a chronological listing of transactions across records and users.

**Audit Log Management**

Manage space by deleting old or unwanted audit logs.

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 105 ( Question Set 3 )**

You are designing a Power Platform solution.

During quality assurance testing the API limits are reached.

You need to identify and resolve the issue.

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

NOTE: Each correct selection is worth one point.

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

Answer : AC

Explanation:

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

⇒ Adjust the app or flow to use fewer API requests

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

C: Home (default) Dashboard.

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

**Dataverse analytics**

Showing data for https://[REDACTED].crm.dynamics.com from 2/12/2020 12:00 AM to 3/12/2020 12:00 AM Change filters

Active Users	API Calls	API Pass Rate	Executions
56	1,515,879	100.00%	227,155

Question 106 ( Question Set 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 than it was during testing.

You need to recommend how to troubleshoot system performance.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

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

Answer :

**Answer Area**

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

**Explanation:**

Box 1: Review the fields that are on the form

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

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

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

Reference:

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

Question 107 ( Question Set 3 )



You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM).

Each version and solution component must be tracked as it is tested.

You need to recommend a strategy to deploy solutions for the user acceptance testing environment.

What should you recommend?

- A. Use Package Deployer and deploy a managed solution.
- B. Use Package Deployer and deploy an unmanaged solution.
- C. Use Solution Packager and deploy a managed solution.
- D. Use Solution Packager and deploy an unmanaged solution.

Answer : D

#### Explanation:

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 cannot 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 108 ( Question Set 3 )



#### HOTSPOT -

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

Users report the following issues:

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

You need to resolve the mobile app performance issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Issue

#### Resolution

The process of downloading initial metadata for the app takes hours to complete.

Synchronize the mobile app.
Remove organization data filters.
Reduce records included in the profile filter.

Changes to users' security privileges are not reflected in the mobile app.

Synchronize the mobile app.
Reduce records included in the profile filter.
Remove reference to tables not included in mobile profile.

Some account views are unavailable when the app is offline.

Synchronize the mobile app.
Reduce records included in the profile filter.
Remove reference to tables not included in mobile profile.

Contact data is not available when the app is offline.

Reduce records included in the profile filter.
Update mobile profile to include contact information.
Remove reference to tables not included in mobile profile.

Answer :

## Answer Area

### Issue

The process of downloading initial metadata for the app takes hours to complete.

### Resolution

Synchronize the mobile app.
Remove organization data filters.
Reduce records included in the profile filter.

Question 109 ( Question Set 3 )



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

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

Answer : DE

Explanation:

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the

Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Reference:

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

Question 110 ( Question Set 3 )



HOTSPOT -

You are conducting performance testing for a Microsoft Power Platform solution. The solution uses Power Automate cloud flows to query and synchronize data across 10 different tables based on various criteria. You make the following observations:

- ⇒ Internet speed during testing is fast (500 Mbps).
- ⇒ There are 50 Dynamics real-time workflows in use.
- ⇒ There are 63 Dynamics asynchronous workflows in use.
- ⇒ There are 76 Power Automate cloud flows in use.

You identify the following performance issues:

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

You need to recommend steps to resolve the performance issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Performance issue

### Recommendation

Data changes are slow to save.

Reduce usage of near real-time workflows.
Convert all Dynamics 365 workflows to Power Automate cloud flows.
Review and revise filters in cloud flow queries and conditional logic.

Background processes often take hours to complete.

Reduce usage of near real-time workflows.
Convert all Dynamics 365 workflows to Power Automate cloud flows.
Review and revise filters in cloud flow queries and conditional logic.

Answer :

## Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<p>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.</p>
Background processes often take hours to complete.	<p>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.</p>

Explanation:

Box 1: Reduce usage of near real-time workflows

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

Question 111 ( Question Set 3 )



DRAG DROP -

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

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

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

You need to recommend strategies to resolve the reported issues.

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

NOTE: Each correct selection is worth one point.

Select and Place:

## Answer Area

Resolution strategies	Migration issue	Resolution strategy
Disable auditing.	Users who own account rows are receiving system generated emails.	
Disable duplicate detection.	Data that is not part of the migration is being added to the Contact and Appointment tables.	
Disable all custom JavaScript functions.		
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.	

Answer :

## Answer Area

Resolution strategies	Migration issue	Resolution strategy
Disable auditing.	Users who own account rows are receiving system generated emails.	Disable duplicate detection.
Disable duplicate detection.	Data that is not part of the migration is being added.	Disable all workflows, plug-ins

Question 112 ( Question Set 3 )



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

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer : ACE

Explanation:

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 113 ( Question Set 3 )



You are evaluating a solution design for a model-driven app that will have a large number of complex forms.

Many of the forms take up to 10 seconds to load.

You need to recommend solution to speed up loading times for the forms.

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

NOTE: Each correct selection is worth one point.

- A. Consolidate and reduce scripts.
- B. Use synchronous JavaScript requests.
- C. Move scripts into the OnLoad event.
- D. Remove unnecessary fields.

Answer : AD

Explanation:

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 114 ( Question Set 3 )



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

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer : AC

Explanation:

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

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

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

Reference:  
<https://docs.microsoft.com/en-us/power-platform/guidance/architecture/real-world-examples/custom-connector-canvas> <https://powerapps.microsoft.com/hr-hr/blog/register-and-use-custom-apis-in-powerapps/>

### Question 115 ( Question Set 3 )



You are implementing a customer solution that includes the robotic process automation (RPA) capability in Power Automate and a legacy desktop financial software package. The customer has several Azure virtual machines deployed and imaged with the financial software package.

You need to select a connector to integrate with the Azure virtual machines.

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

NOTE: Each correct selection is worth one point.

- A. Connection reference and log in information
- B. Machine registration and desktop flows
- C. Data gateway and web service endpoints
- D. Azure VM connector and administrative rights
- E. Dataflow and Power BI workspace

Answer : AB

Explanation:

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 116 ( Question Set 3 )



You are a Microsoft Power Platform architect developing a solution for a car retailer. Your solution includes reference data that relates to car colors, car types, and car models. Automation has been developed and deployed to notify account managers based on the car color, car make, and car model selected by potential buyers.

Notifications are failing to send to account managers due to different record identifiers between environments.

You need to update the reference data across all environments.

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

NOTE: Each correct selection is worth one point.

- A. Power Automate flows
- B. Logic Apps
- C. Configuration Migration tool
- D. Import Data Wizard
- E. Azure Data Factory

Answer : AB

Explanation:

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 117 ( Question Set 3 )



You are implementing a customer service solution that uses Power Automate flows to automate business processes.

A flow sends order status update emails to customers. Customers report not receiving order status update emails during peak order times.

You need to troubleshoot the issue by examining flow executions.

What should you use?

- A. Flow information page in flow.microsoft.com
- B. Solution history information page
- C. Microsoft Power Platform admin center
- D. Flow information page in make.powerapps.com

Answer : B

Explanation:

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>



### Question 118 ( Testlet 7 )

#### Case study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided. To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study. At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

#### To start the case study -

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

#### Background -

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions. First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual. The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

#### Current environment -

##### Existing systems and processes -

First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory. An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the

appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

#### Client company visits -

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

#### Requirements -

##### General -

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

You must minimize development and administrative effort required to implement the solution.

#### Client company visits -

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

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

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

#### Job history information -

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

#### Worker access -

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

#### Data platform -

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

#### Reporting and analytics -

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

#### Security -

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

#### Issues -

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.

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

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

■

You need to investigate the canvas app functionality issues.

Which two tools can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

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

Answer : AC

#### Explanation:

Scenario: The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.

C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

#### Reference:

<https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/>