Microsoft

Exam Questions PL-600

Microsoft Power Platform Solution Architect

NEW QUESTION 1
A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application. The client has the following requirements:
Manage all leads by using the Power Apps app.
Create a lead in the Power Apps app when a user creates a lead in the third-party application.
Update leads in the Power Apps app when a user updates a lead in the third-party application.
Connect to the third-party application by using an API.
You need to recommend strategies to integrate the Power Apps app and the third-party application. Which three options can you use to achieve the goal? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

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

Answer: ADE

Explanation:
A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.
D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.
E: Common Data Service provides access to the environment database on the Microsoft Common Data Service. It is available for Logic Apps, Power Automate, and Power Apps. Reference:
https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-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

NEW QUESTION 2
DRAG DROP
You are designing a business strategy for a client who has a Power Platform solution. The client works with critical data where any data loss creates a high risk. You need to document the failover process for the stakeholders.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:

A. Mastered
B. Not Mastered
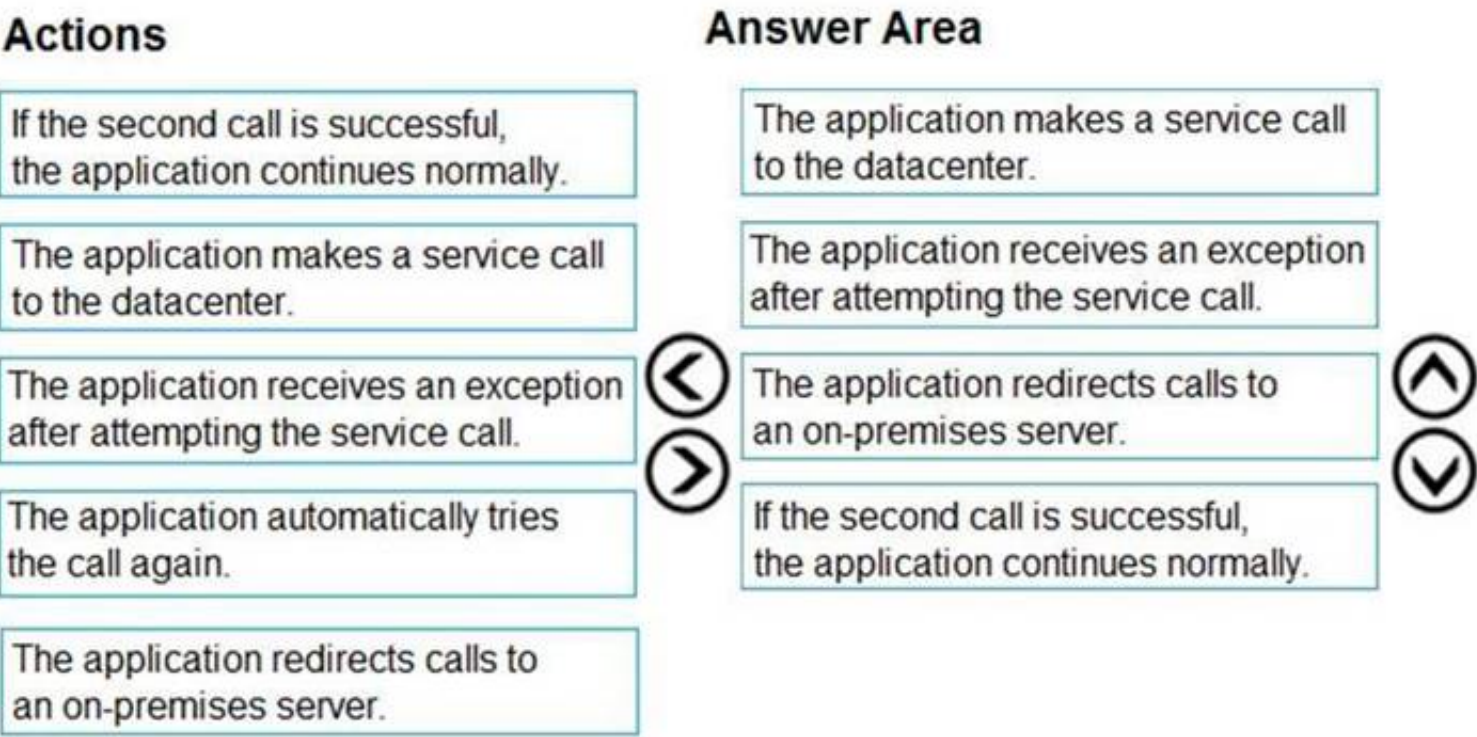
Answer: A

Explanation:

Actions

| If the second call is successful, the application continues normally. |
| The application makes a service call to the datacenter. |
| The application receives an exception after attempting the service call. |
| The application automatically tries the call again. |
| The application redirects calls to an on-premises server. |

Answer Area

| The application makes a service call to the datacenter. |
| The application receives an exception after attempting the service call. |
| The application redirects calls to an on-premises server. |
| If the second call is successful, the application continues normally. |

NEW QUESTION 3
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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Choice
Like Choices below, but can only select one of the option.
Incorrect Answers:
▪ Customer: A lookup column that you can use to specify a customer, which can be an account or contact.
▪ Lookup: Data in one table often relates to data in another table. For example, you might have a Teachers table and a Class table, and the Class table might have a lookup relation to the Teachers table to show which teacher teaches the class. You can use a lookup column to show data from the Teachers table. This is commonly referred to as a lookup column.
The LookUp function finds the first record in a table that satisfies a formula. Use LookUp to find a single record that matches one or more criteria. For both, the formula is evaluated for each record of the table
Box 2: Choices
You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields

NEW QUESTION 4
A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the

following requirements:

Provide customers with an online portal where they can submit and review cases.

Ensure that customers can chat online with a customer service representative at any time. Route chats to customer service representatives based on skill and availability.

You need to recommend a solution to the company.

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

NOTE: Each correct selection is worth one point.

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

Answer: BDE

Explanation:

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

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

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

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

---

NEW QUESTION 5

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer: AB

Explanation:

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

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

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

dashboards

NEW QUESTION 6

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

---

NEW QUESTION 7

HOTSPOT

▪ You need to design a Power Platform solution that meets the following requirements: Capture data from a row during deletion to be used in an automated process.

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 8
A company has a custom web-based solution that is hosted on Azure. You design a Power Platform solution to provide the company additional capabilities. You need to integrate the Power Platform solution with the web-based solution.
What should you recommend?

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

Answer: B

Explanation:
A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API.
Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.
Reference:
https://docs.microsoft.com/en-us/learn/modules/create-custom-connector-power-platform/1-introduction

NEW QUESTION 9
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 Testlet 2
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 still 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 ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

NEW QUESTION 10
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.
[MISSING]

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Omnichannel for Customer Service dashboard
Scenario: Workers must be able to communicate in near real-time with worker support agents.
The company has a team 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

NEW QUESTION 10
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:
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

NEW QUESTION 12
You need to recommend a solution for creating the initial inspection checklists.
What should you recommend?

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

Answer: B

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 Set 1
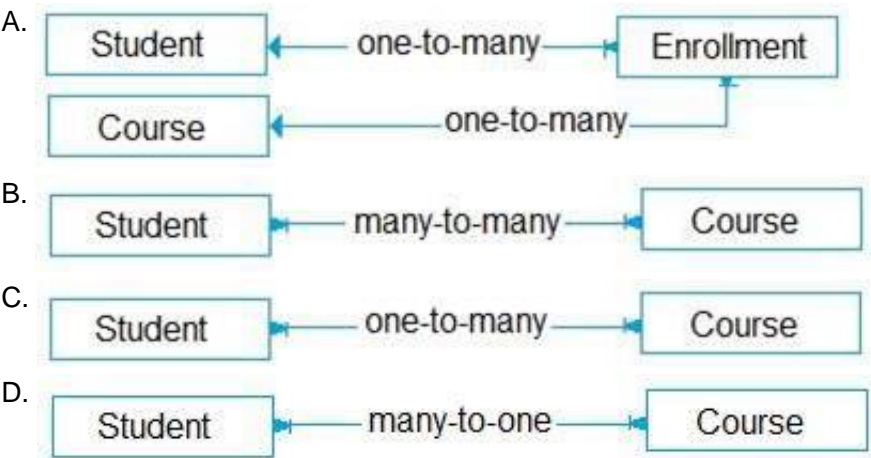

NEW QUESTION 14
You are designing the data model for a school. The school wants to track students' enrollments in courses. The system must meet the following requirements:
Track the courses in which each student is enrolled. Track the students that are enrolled in each course.
Track dates when each student 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.

| Student | ← one-to-many — | Enrollment |
| Course | ← one-to-many — | |

B.

| Student | — many-to-many → | Course |

C.

| Student | — one-to-many → | Course |

D.

| Student | — many-to-one → | Course |

Answer: A

Explanation:
Need a relationship table.
N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table. When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

NEW QUESTION 15
HOTSPOT
A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.
The company has the following requirements:
Portal users must only see the notes for the cases that they manage. Portal users must only see cases that are submitted by their colleagues.
You need to design the security model for the portal.
Which entity permission scope should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 16
A company is implementing Dynamics 365 Sales.

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

When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours. You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

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

NOTE: Each correct selection is worth one point.

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

Answer: AB

NEW QUESTION 20
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

NEW QUESTION 25
A company has a Power Platform environment that connects to a third-party marketing application.

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

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

You need to determine which processes are causing the issues.

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

NOTE: Each correct selection is worth one point.

A. Dataflow
B. Business rule
C. Classic workflow
D. Power Automate cloud flow
E. Duplicate detection rule

Answer: ABC

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

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

Clear column values

Set column requirement levels Show or hide columns

Enable or disable columns

Validate data and show error messages

Create business recommendations based on business intelligence.

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

Reference:

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

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

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

NEW QUESTION 29
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
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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Assign: Cascade None
Scenario: Worker still records must be archived after ten years and are then removed from the main system. Assign: The referenced table record owner is changed.
Cascade None: Do nothing.
Incorrect Answers:
Cascade All: Perform the action on all referencing table records associated with the referenced table record. Box 2: Delete: Restrict
Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup
Testlet 3 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
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 entity. 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.

NEW QUESTION 30
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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Luggage: Custom activity table
An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.
Passenger: Customer table
The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.
Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
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.

NEW QUESTION 33
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

NEW QUESTION 38
During quality assurance testing the API limits are reached. You need to identify and resolve the issue.
Which two actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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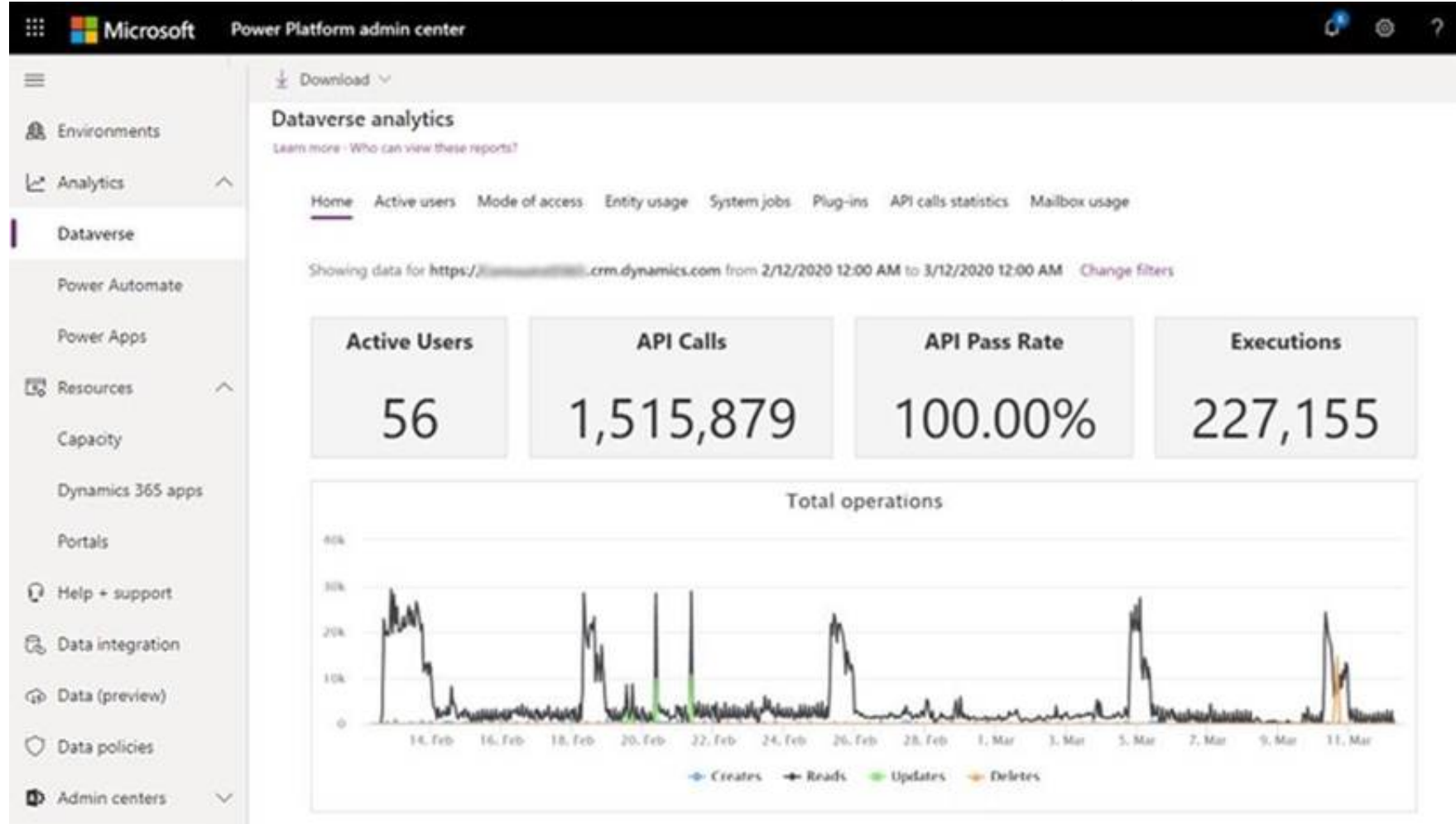
Answer: AC

Explanation:
A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following: Adjust the app or flow to use fewer API requests
Purchase the Power Apps and Power Automate capacity add-on for your organization.
C: Home (default) Dashboard.
This is the default dashboard that provides information on the number of active Dataverse users, storage usage, the most active workflows, and more.

API Calls: API Calls Number of API calls that were made by the Dataverse environment for the selected time period.
Reference: https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations https://docs.microsoft.com/en-us/power-platform/admin/analytics-common-data-service

NEW QUESTION 39
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 can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool

NEW QUESTION 41
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

PL-600 Practice Exam Features:

* PL-600 Questions and Answers Updated Frequently

* PL-600 Practice Questions Verified by Expert Senior Certified Staff

* PL-600 Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* PL-600 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The PL-600 Practice Test Here