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Number: PL-600
Passing Score: 800
Time Limit: 120 min
File Version: 1.0

PL-600

Microsoft Power Platform Solution Architect (beta)

Version 1.0

Question Set 1

QUESTION 1
A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application.

The client has the following requirements:

- Manage all leads by using the Power Apps app.
- Create a lead in the Power Apps app when a user creates a lead in the third-party application.
- Update leads in the Power Apps app when a user updates a lead in the third-party application.
- Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application.

Which three options can you use to achieve the goal? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

Correct Answer: ADE
Section: [none]
Explanation

Explanation/Reference:
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

QUESTION 2
DRAG DROP

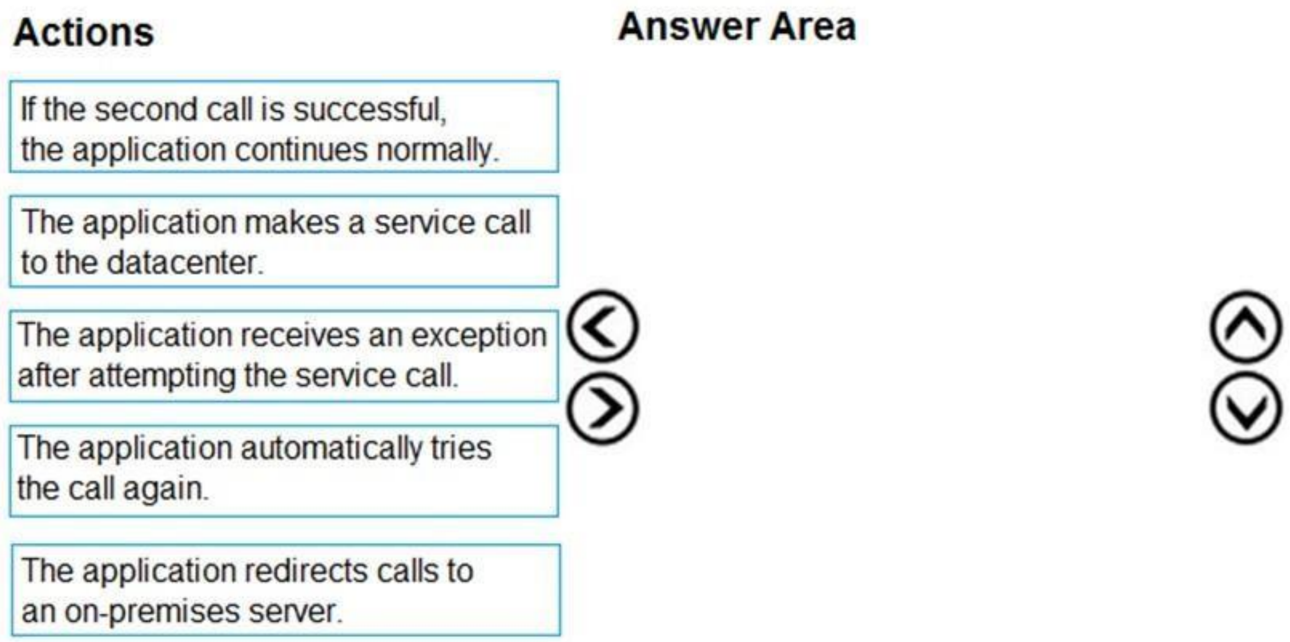
You are designing a business strategy for a client who has a Power Platform solution.

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

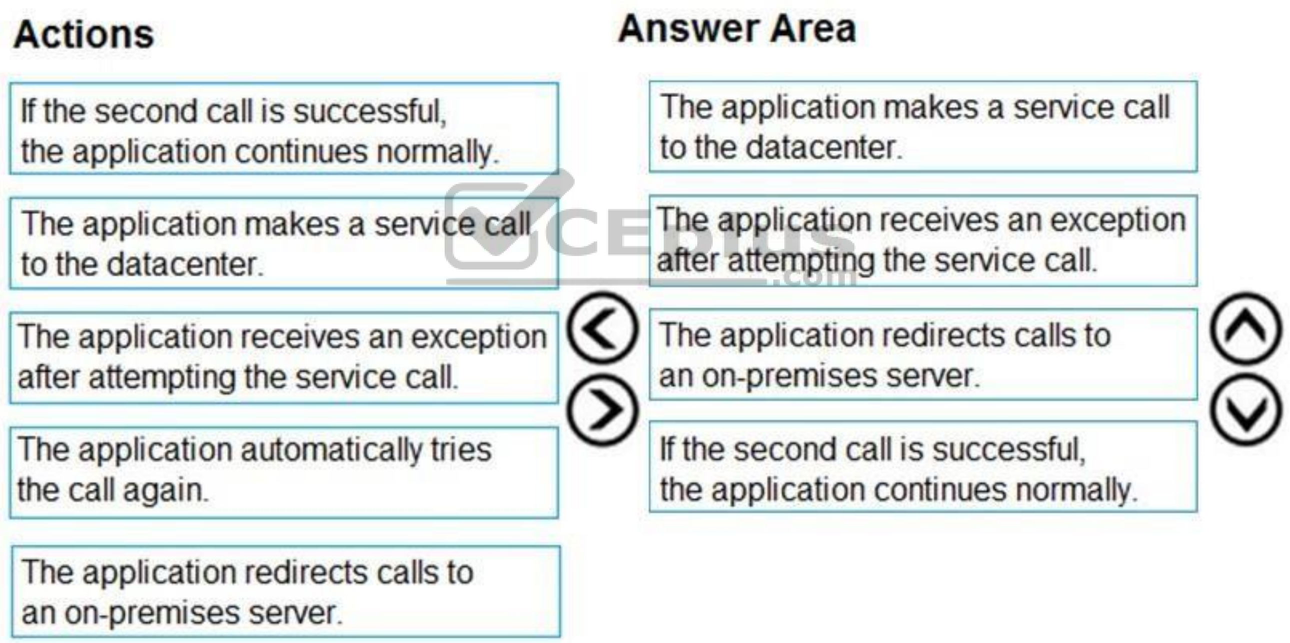
You need to document the failover process for the stakeholders.

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:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:

QUESTION 3
A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily.

You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics 365 applications.

What should you recommend?

A. Hierarchy security
B. Field-level security

C. User access management

D. Team privileges

Correct Answer: D
Section: [none]
Explanation

Explanation/Reference:
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/data-platform-intro

QUESTION 4
HOTSPOT

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

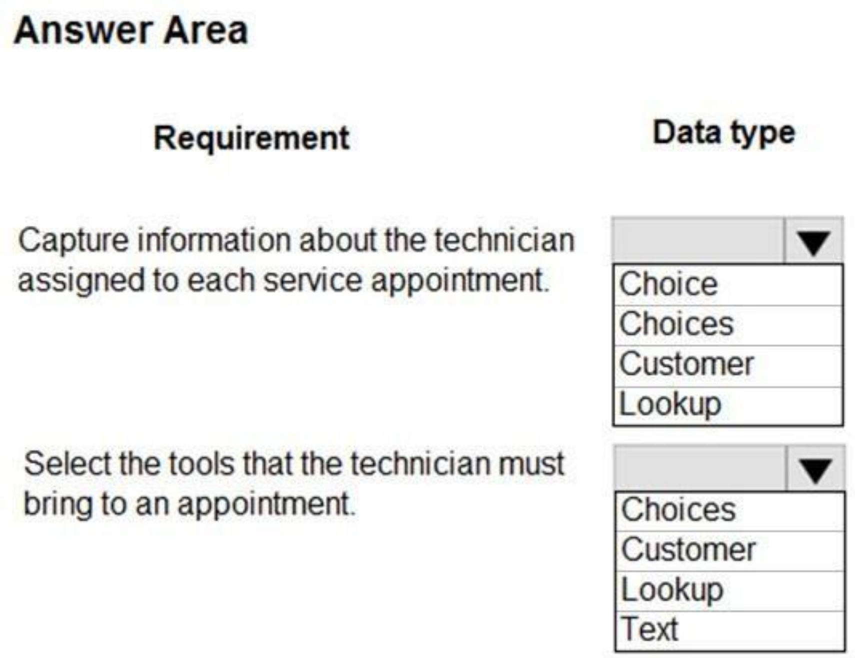
The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:

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

Section: [none]
Explanation

Explanation/Reference:
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

QUESTION 5
HOTSPOT

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

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

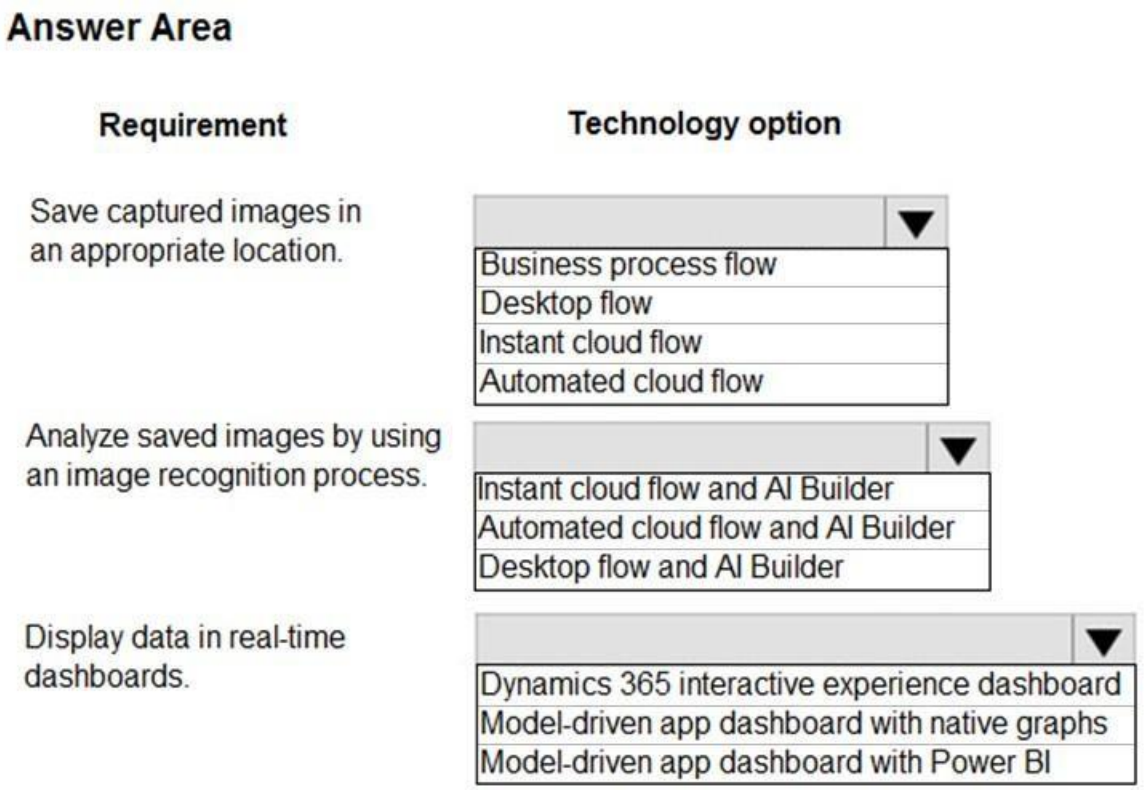
- Save captured images in an appropriate location.
- Analyze saved images by using an image recognition process. ▪
Display data in real-time dashboards.

You need to recommend the correct technology for the requirements.

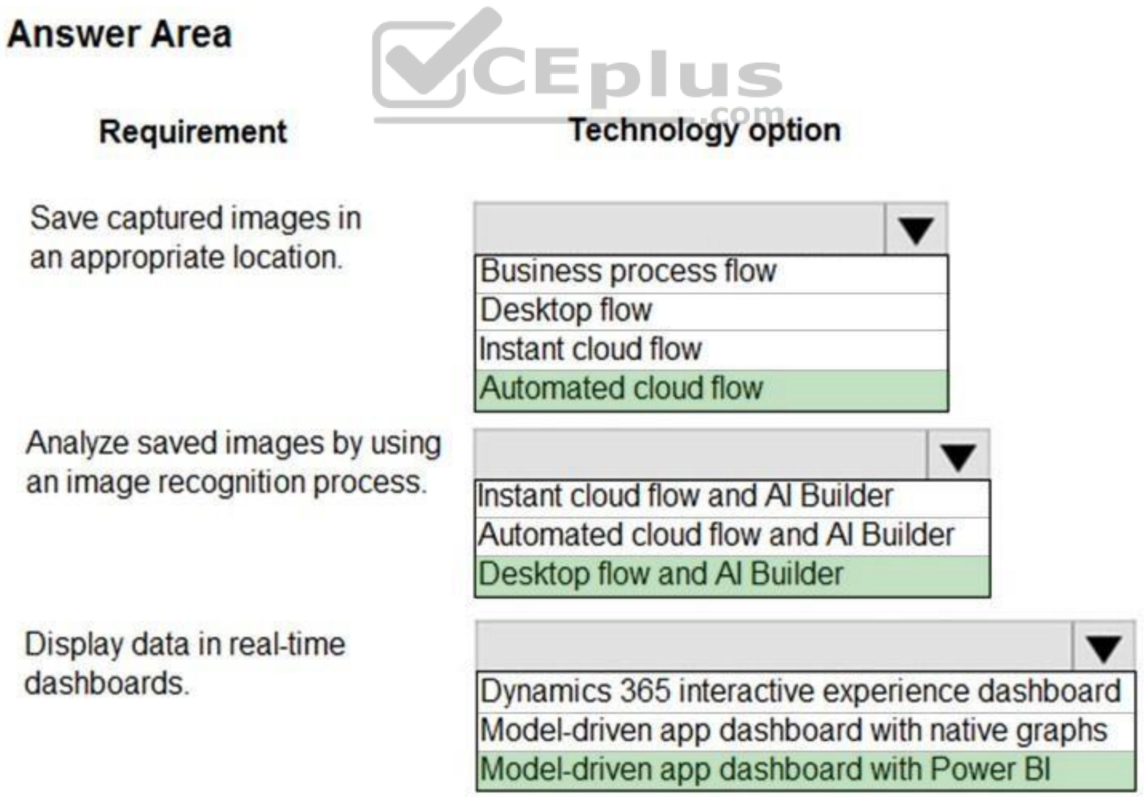
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
Explanation:

Box 1: Automated cloud flow.
Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.
Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

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

Box 2: Desktop flow and AI Builder
Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

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

Reference: https://docs.microsoft.com/en-us/power-automate/flow-types
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/use-power-bi

QUESTION 6 You are designing a Power
Platform solution.

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

You need to recommend a technology that meets these requirements.

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

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

Correct Answer: B
Section: [none]
Explanation

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

The company has the following requirements:

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

You need to recommend a solution to the company.

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

NOTE: Each correct selection is worth one point.

A. Dynamics 365 Virtual Agents chatbots

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

Correct Answer: BDE
Section: [none]
Explanation

Explanation/Reference:
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 A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.

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

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

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: AB
Section: [none]
Explanation

Explanation/Reference:
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

DRAG DROP

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

The customer provides the following requirements:

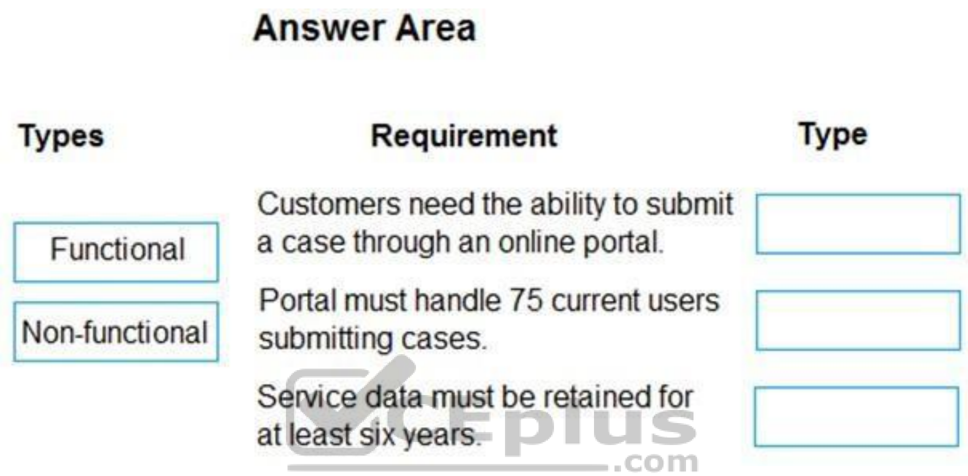
- Customers need the ability to submit a case through an online portal.
- Portal must handle 75 concurrent users submitting cases. ▪
Service data must be retained for at least six years.

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

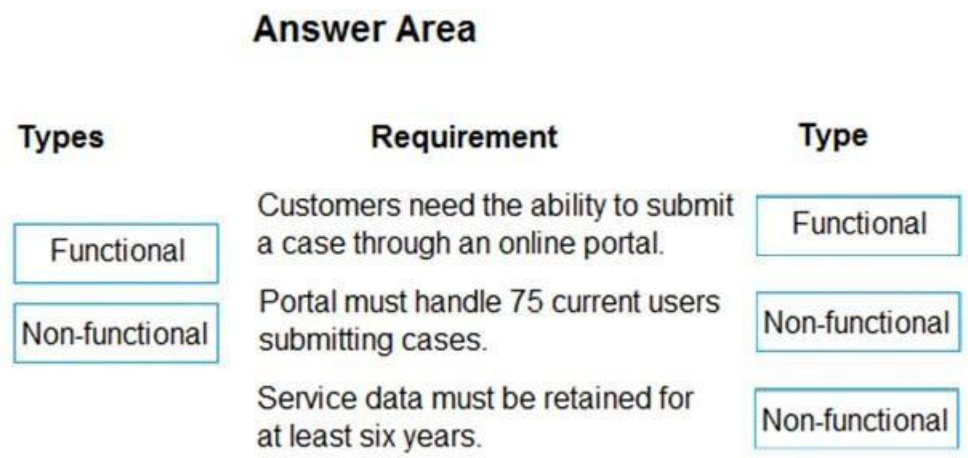
Which requirements are functional or non-functional? To answer, drag the appropriate types to the correct requirements. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 You are a Power Platform consultant for an internet support company.

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

The company requires a new system that achieves the following:

- All support issues must come in by email, need to be logged, and assigned to the support group.
- Accounts must synchronize with the parent company Oracle database.
- Reports must be sent to the executives on a weekly basis. ▪
No custom code will be used in the system.

You need to recommend the components that should be configured.

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: BD
Section: [none]
Explanation

Explanation/Reference:
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
DRAG DROP

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

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

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

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

Correct Answer:

Answer Area

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

Section: [none]
Explanation

Explanation/Reference:
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

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

QUESTION 12
A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to another employee who creates contacts or updates existing contacts.

You need to recommend a solution to automate the process.

What should you recommend?

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

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
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
HOTSPOT

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

- Capture data from a row during deletion to be used in an automated process.
- Use AI to process forms and automate data entry from paper-based forms.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

Section: [none]
Explanation

Explanation/Reference:
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
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

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
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 You are designing a self-service portal for a company.

The portal must meet the following requirements:

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

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

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: BCE
Section: [none]
Explanation

Explanation/Reference:
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.

QUESTION 1
DRAG DROP

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]
Explanation

Explanation/Reference:
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 2 You need to recommend a reporting solution for the organization.

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

NOTE: Each correct selection is worth one point.

A. AI Builder
B. SQL Server Reporting Services (SSRS)
C. Dynamics 365
D. Power BI

Correct Answer: BC
Section: [none]
Explanation

Explanation/Reference:
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 3
You need to recommend a solution for handling data entry requirements for the mobile audit teams.

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

NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player
B. Canvas app within a browser
C. Dynamics 365 Field Service
D. Dynamics 365 App for Outlook

Correct Answer: AB
Section: [none]
Explanation

Explanation/Reference:
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 4
DRAG DROP

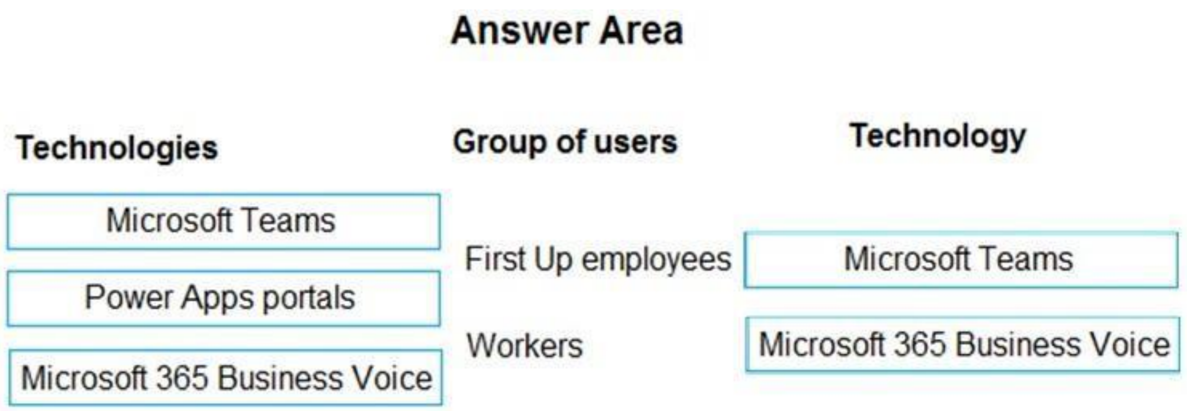
You need to recommend solutions to meet the organization's communication needs.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 **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.

QUESTION 1 You need to recommend a solution for agents when working with customers to make reservations.

What should you recommend?

A. task flows
B. Business Process Flows
C. workflows
D. Power Automate

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
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.

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.

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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

Quality inspection app

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

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

Inspection standardization

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

- Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
- Support the addition of steps to inspections to support custom features added to a machine for a customer.
- Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
- Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
- Support the ability to store photo references within each inspection step to document defects found during inspections. **Security**

- Users must be active employees of Fabrikam.
- When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
- Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists. ▪

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

reporting The solution must:

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

Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail). ▪ Provide a printed quality certificate to be

included with each machine. **Issues**

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

QUESTION 1 You need to recommend a solution for creating the initial inspection checklists.

What should you recommend?

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

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
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**

QUESTION 1

HOTSPOT

You are designing a Power Platform solution for a company.

You have the following requirements:

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

- Users in the human resources department must be able to assign cases to other users.

You need to recommend security settings to the company.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]
Explanation

Explanation/Reference:
Explanation:

Box 1: Assign only Create rights to activities
You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities.

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

Box 2: Assign User-level assign rights to human resources case table.
Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To.

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

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

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

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

QUESTION 2
A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Power Platform solution.

You need to recommend a data-loading solution.

What should you recommend?

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

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:
Explanation:
Import data that's stored somewhere else into your model-drvien app using the import feature in Power Apps.

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

Note:
Step 1: Download an Excel template

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

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

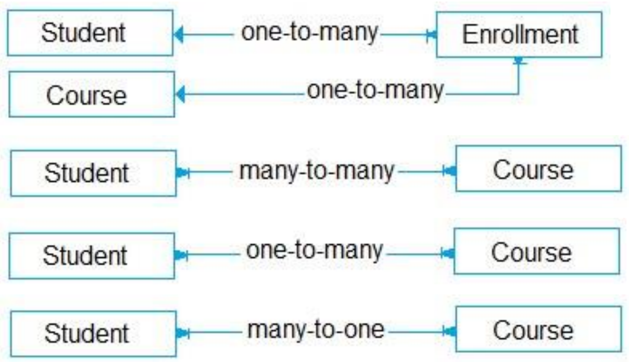
QUESTION 3
You are designing the data model for a school. The school wants to track students' enrollments in courses.

The system must meet the following requirements:

- Track the courses in which each student is enrolled.
- Track the students that are enrolled in each course.
- Track dates when each student enrolled in each course and the person who approved the enrollment. ▪
Allow users to create a report that details which students are enrolled in which courses.

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

Which logical model should you recommend? A.



B.

C.

D.

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:
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 4
HOTSPOT

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

The company has the following requirements:

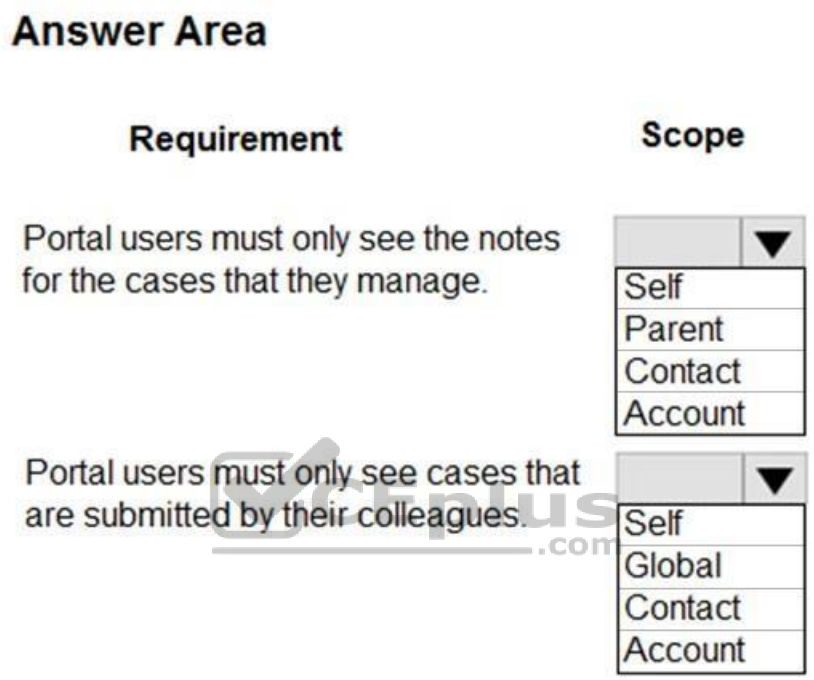
- Portal users must only see the notes for the cases that they manage.
- Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

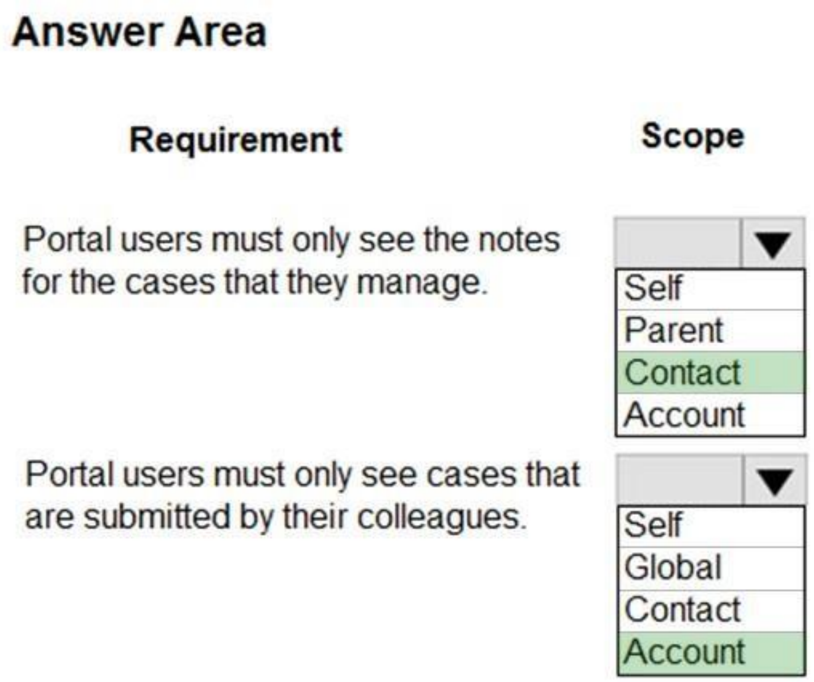
Which entity permission scope should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 5
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:

Correct Answer:

Section: [none]
Explanation

Explanation/Reference:
Reference:

Box 1: One-to-many relationship
Each educator can have 0, 1, or many qualifications

Box 2: One-to-many relationship
Each educator can be the primary educator for 0, 1 or many cources.

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

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

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

QUESTION 6
HOTSPOT

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

The security model must meet the following requirements:

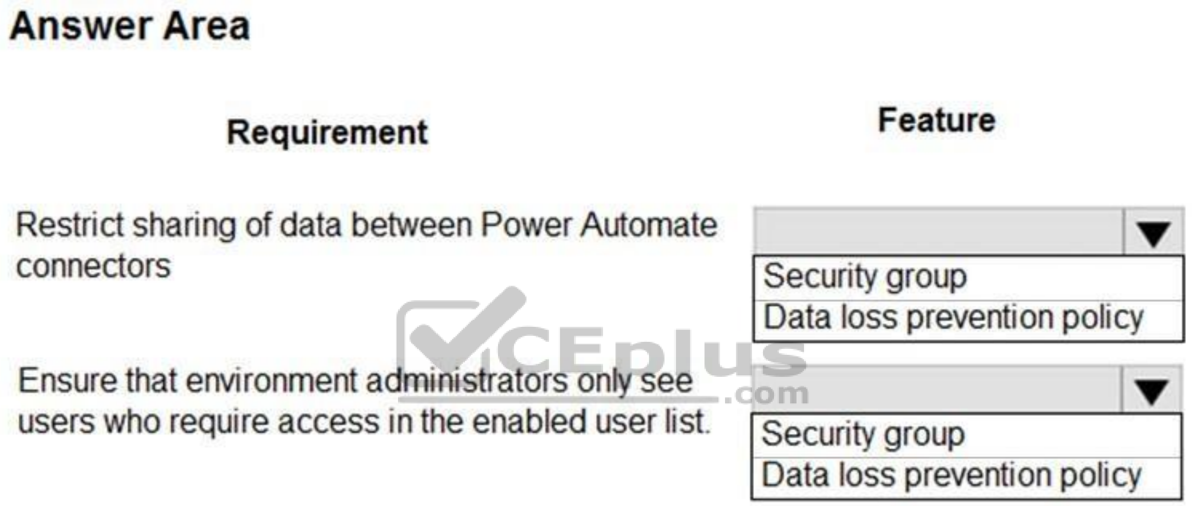
- Restrict sharing of data between Power Automate connectors.
- Ensure that environment administrators only see users who require access in the enabled user list.

You need to recommend security features for the solution.

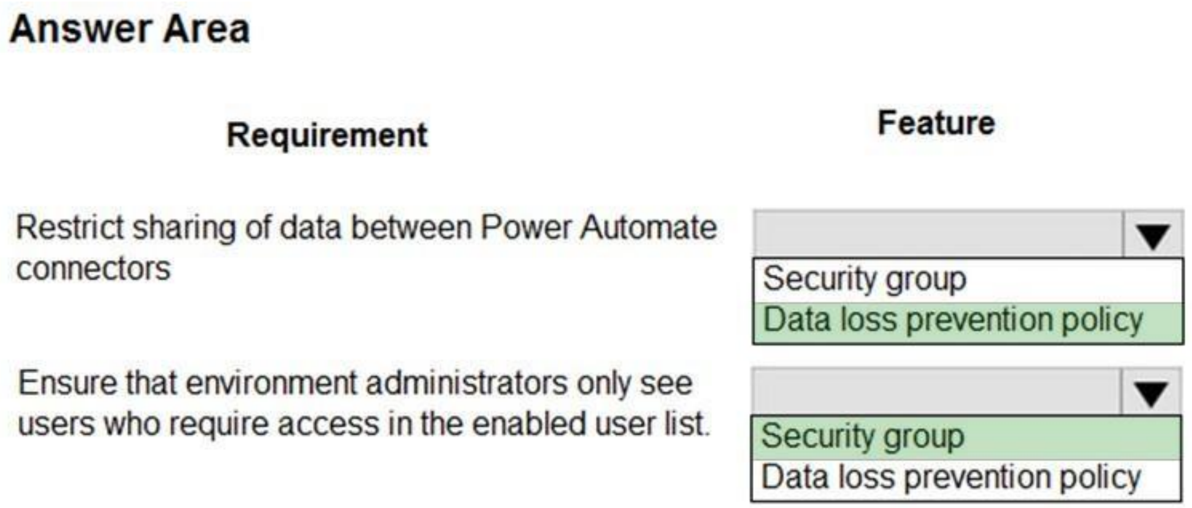
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 7 You are designing a database table for a client.

You have the following requirements:

▪ Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values. ▪ Prevent the addition of duplicate colors based on the hexadecimal value for the color.

You need to recommend a design for the table.

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

NOTE: Each correct selection is worth one point.

A. Mark the hex value column as business required.
B. Configure and schedule a recurring bulk record deletion job.
C. Create alternate keys for the table.
D. Mark the RGB value column as business required.

Correct Answer: BC
Section: [none]
Explanation

Explanation/Reference:
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 8
HOTSPOT

A company uses Dynamics 365 Sales and Power BI.

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Notify the sales manager when an Opportunity changes sales stage.

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

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

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

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

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

Correct Answer:

Answer Area

Notify the sales manager when an Opportunity changes sales stage.

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

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

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

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

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

Section: [none]
Explanation

Explanation/Reference:
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 9 A company is implementing Dynamics 365 Sales.

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

When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows.

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

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: AB
Section: [none]
Explanation

Explanation/Reference:

QUESTION 10 You are designing a model-driven app that allows a company to manage sales opportunities.

The company has a complex security model that includes the following requirements:

- The vice president of sales must be able to see opportunities for sales managers and sales representatives.
- Sales managers must be able to see opportunities for all sales representatives.
- Sales representatives must only see opportunities that they own.

You need to recommend security tools for controlling user access.

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: CD
Section: [none]
Explanation

Explanation/Reference:
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 11
A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf.

The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution.

You need to recommend a solution to combine the room and shelf fields into a single column during the import process.

Which tool should you recommend?

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

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:
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 12 A company has a Power Platform environment that connects to a third-party marketing application.

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

Issues include:

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

You need to determine which processes are causing the issues.

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: ABC
Section: [none]
Explanation

Explanation/Reference:
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 13
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:

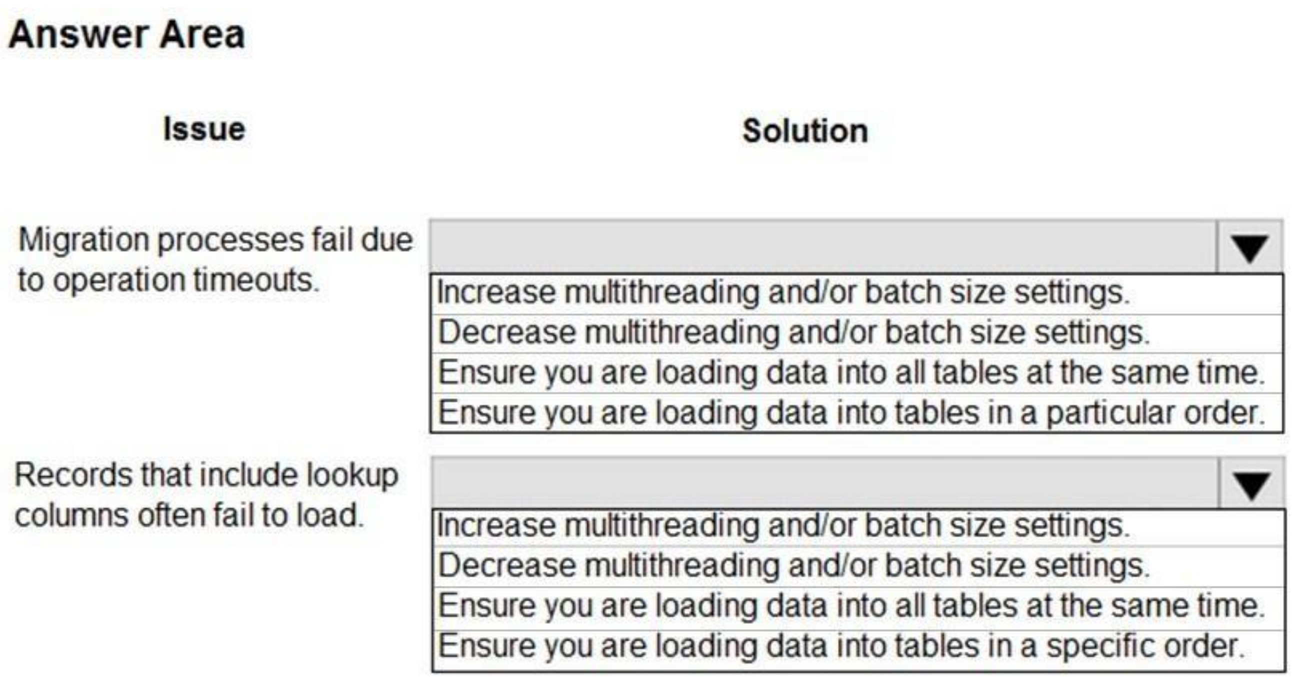
▪ Migration processes fail due to operation timeouts.
▪ Records that include lookup columns often fail to load.

You need to recommend a solution.

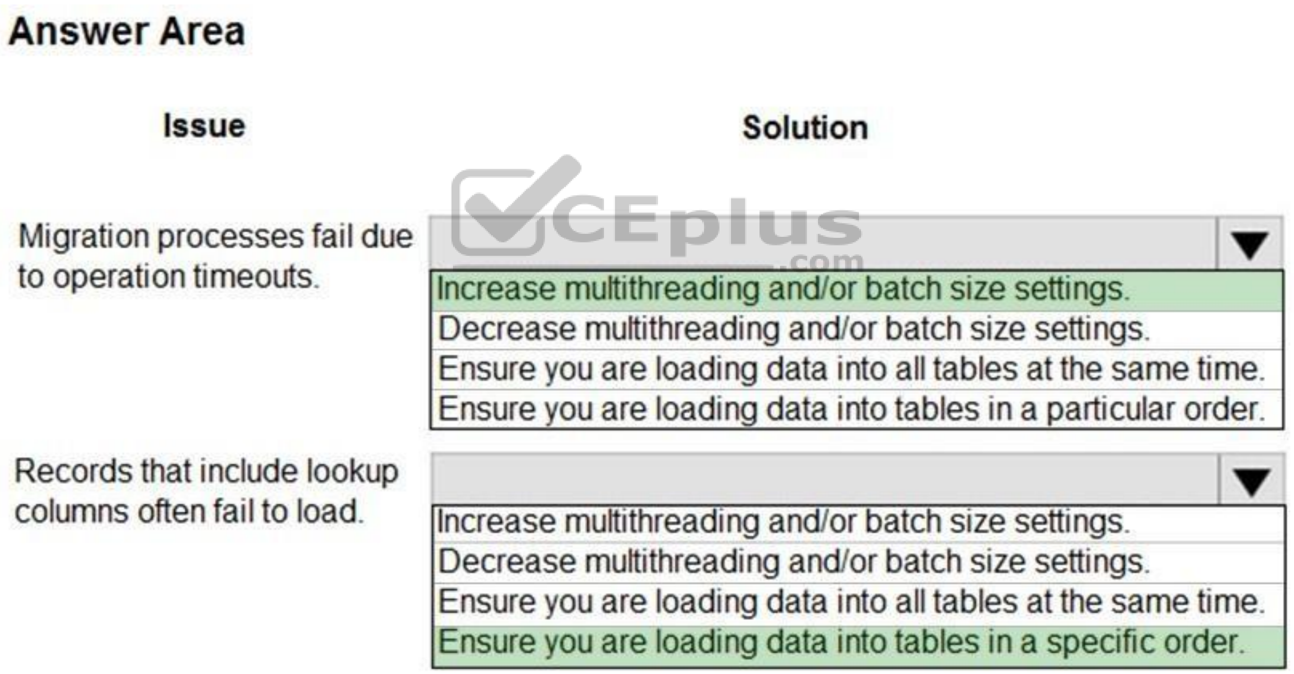
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
Explanation:

Box 1: Increase multithreading and/or batch size settings

Box 2: Ensure you are loading data in a specific order.
Load the base tables in the hierarchies first.

Testlet 2

Case study

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Background

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

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

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment

Existing systems and processes

- First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
- The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. ▪ Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
- An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.
- First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

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

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

Requirements

General

- There is no standardized communication tool across the company, and this causes communication issues between different teams.
- First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases. ▪ Workers must be able to communicate in near real-time with worker support agents.

Client company visits

- Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality. ▪ Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. ▪ The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. ▪ When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information

- The solution must provide a worker appointment booking system that can access worker historical job placement data.
- The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
- Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
- Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

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

Worker access

- The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
- The solution must support near real-time communications between workers and recruiters.
- Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
- The solution must provide workers a way to search for general information about available positions.
- Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform

- Audit teams must have the ability to view worker information on their mobile devices.
- Audit teams must be able to record data during visits to locations where workers are placed.
- The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

- The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
- Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
- You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. 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.

QUESTION 1
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

Correct 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

Section: [none]
Explanation

Explanation/Reference:
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

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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 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.

QUESTION 1 You need to recommend the field type to use for configuring meal selections during reservation.

Which field type should you recommend?

A. Global Option Set
B. Lookup
C. Option Set
D. Two Options

Correct Answer: C
Section: [none]
Explanation

Explanation/Reference:
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 managed it. Example:

Country Name
Poland
USA
England
India

Incorrect Answers:
A: Typically, you use global option sets to set fields so that different fields can share the same set of options, which are maintained in one location. Unlike local options sets which are defined only for a specific attribute, you can reuse global option sets. You will also see them used in request parameters in a manner similar to an enumeration.

Reference: https://michalguzowski.pl/how-to-work-with-option-set-in-powerapps/

QUESTION 2
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		
Virtual table	Luggage	
Activity table	Passenger	
Custom activity table		

Correct Answer:

Answer Area

Types	Table	Type
Custom table		
Virtual table	Luggage	Custom activity table
Activity table	Passenger	Custom table
Custom activity table		

Section: [none]
Explanation

Explanation/Reference:
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 3

You need to recommend an authentication solution for the planned implementation of Dynamics 365.

What should you include in the recommendation?

A. Use synchronized identities.
B. Use the Office 365 tenant for Dynamics 365 Customer Service.
C. Create a new tenant for Dynamics 365 Customer Service.
D. Use federated identities

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:
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 4 You need to create an Agent security role.

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

NOTE: Each correct selection is worth one point.

A. Add security to the seat entity and assign users to the Agents role.
B. Add security to the Core Records and assign users to the Customer Service Representative role.
C. Copy the Microsoft Dataverse Basic User role.
D. Rename the Customer Service Representative role to Agents.
E. Copy the Customer Service Representative role.
F. Name the new role Agents.

Correct Answer: BEF
Section: [none]
Explanation

Explanation/Reference:
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

Testlet 4

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

Quality inspection app

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

- Inspection orders must:
  - Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
  - Include information about the person who performed each inspection step and any comments made by the inspector.- Be automatically marked as failed if one inspection step rating is marked as failed.

- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template. Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

Inspection standardization

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

- Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
- Support the addition of steps to inspections to support custom features added to a machine for a customer.
- Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
- Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
- Support the ability to store photo references within each inspection step to document defects found during inspections. **Security**

- Users must be active employees of Fabrikam.
- When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.
- Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists. ▪

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

reporting The solution must:

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

Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail). ▪ Provide a printed quality certificate to be included with each machine. **Issues**

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

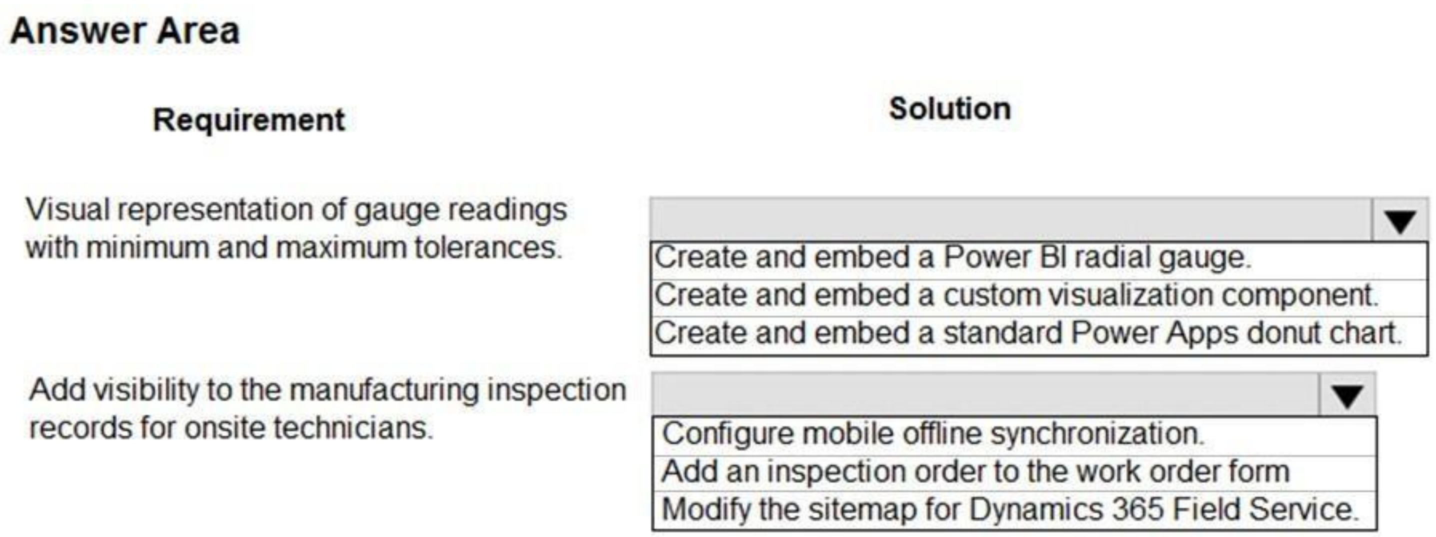
QUESTION 1
HOTSPOT

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:



Correct Answer:

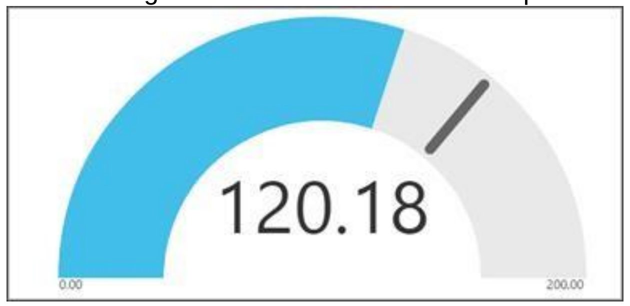
Answer Area

Requirement	Solution
Visual representation of gauge readings with minimum and maximum tolerances.	Create and embed a Power BI radial gauge. Create and embed a custom visualization component. Create and embed a standard Power Apps donut chart.
Add visibility to the manufacturing inspection records for onsite technicians.	Configure mobile offline synchronization. Add an inspection order to the work order form Modify the sitemap for Dynamics 365 Field Service.

Section: [none]
Explanation

Explanation/Reference:
Explanation:

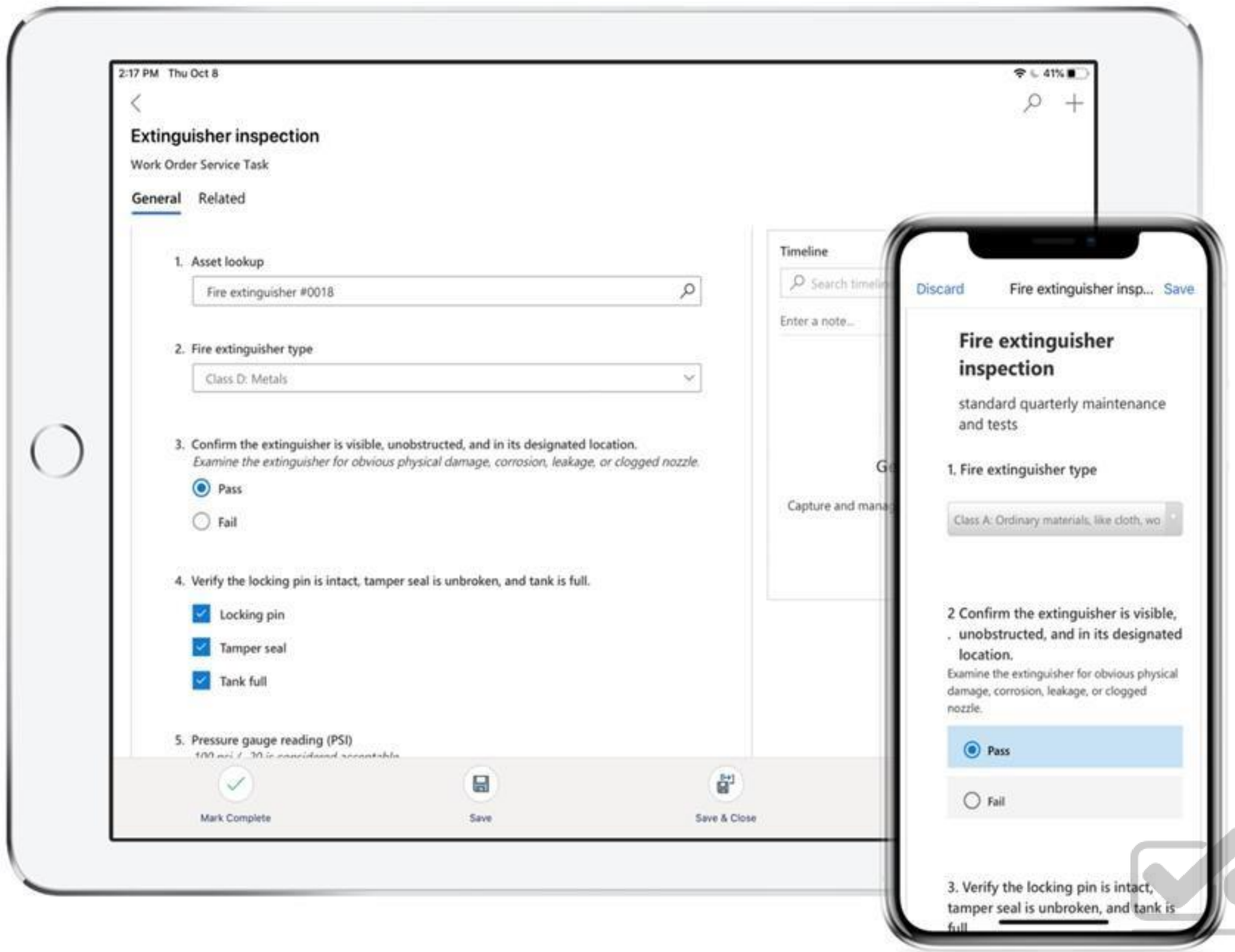
Box 1: Create and embed a Power Bi radial gauge
A radial gauge chart has a circular arc and shows a single value that measures progress toward a goal or a Key Performance Indicator (KPI). The line (or needle) represents the goal or target value. The shading represents the progress toward that goal. The 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

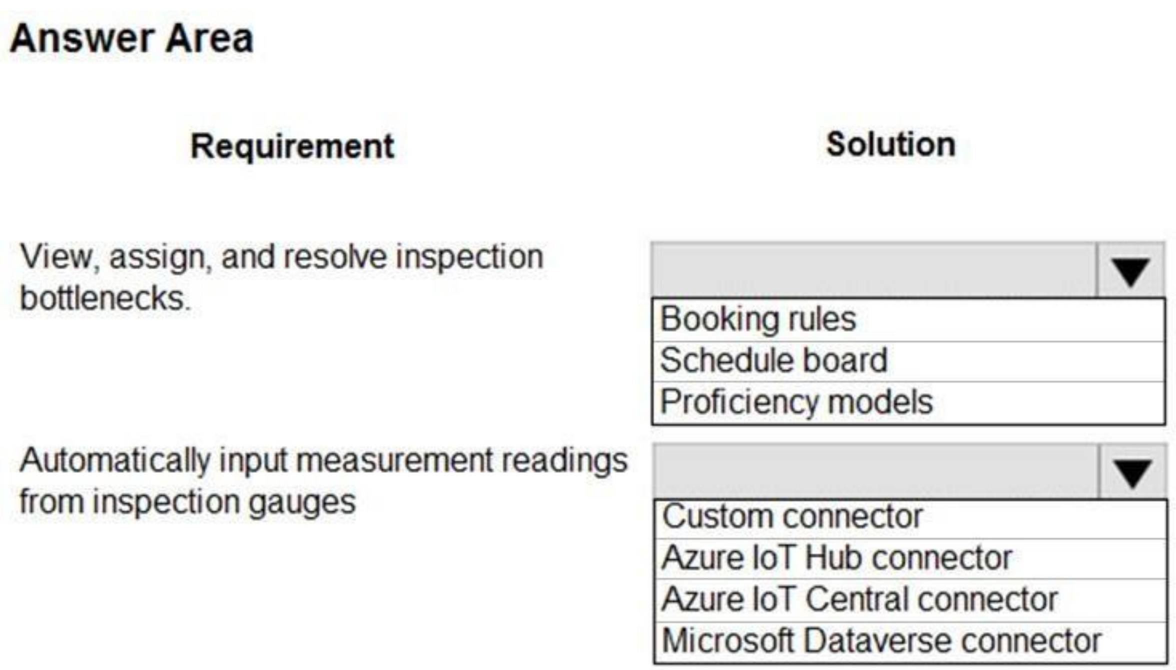
QUESTION 2
HOTSPOT

You need to recommend solutions to meet the integration requirements.

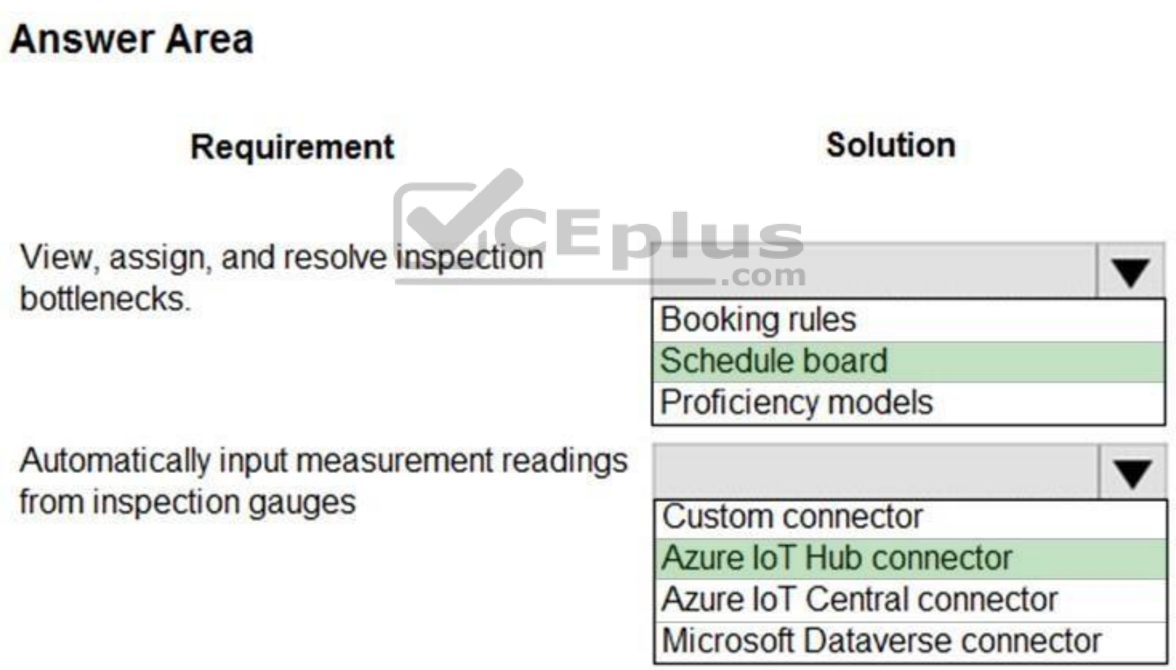
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 3
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.

Correct Answer:

Answer Area

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

Section: [none]
Explanation

Explanation/Reference:
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

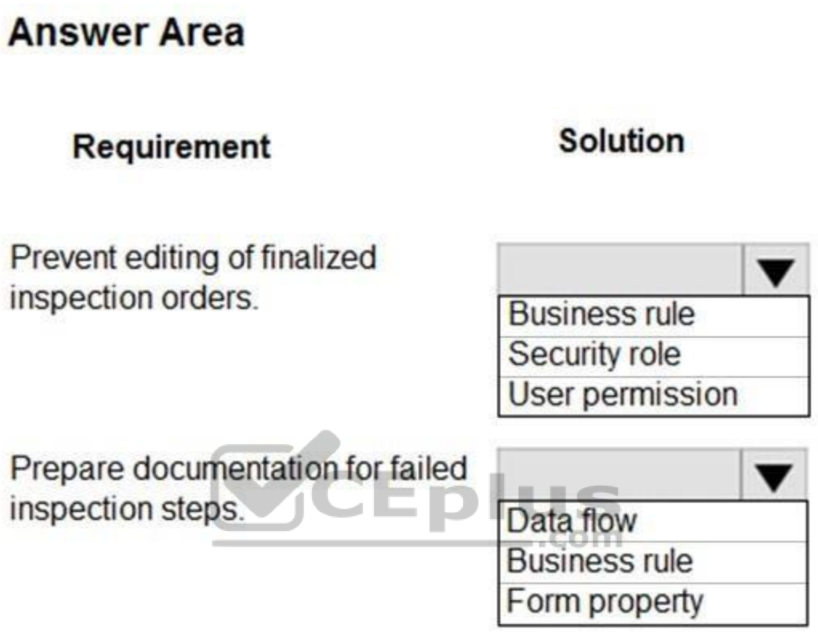
QUESTION 4
HOTSPOT

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

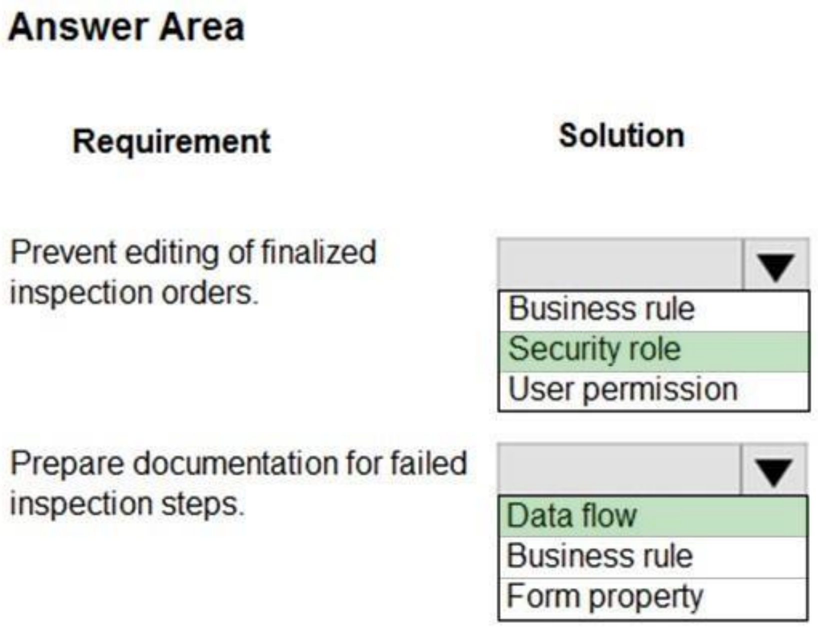
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: [none]
Explanation

Explanation/Reference:
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 Set 1

QUESTION 1

A company has a Power Platform solution that integrates with a third-party system.

The client reports that unexpected updates are being made to the Accounts table.

You need to determine the root cause of the issue.

In which three locations should you investigate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

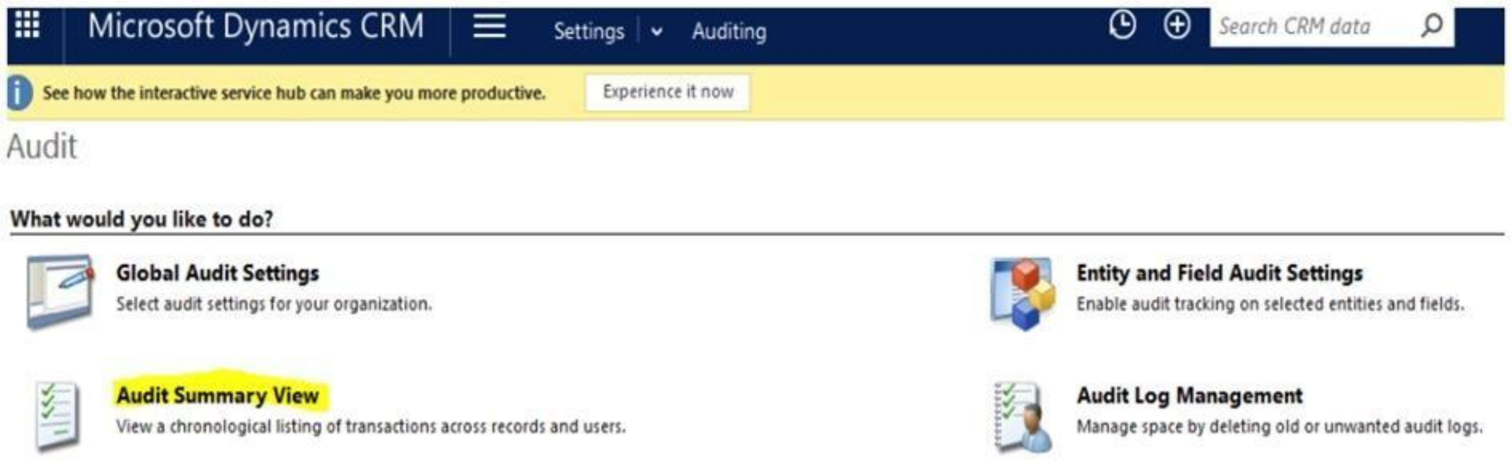
A. Audit summary view
B. Solution history
C. SDK Message Processing Steps
D. Plug-in trace log
E. System job run history

Correct Answer: ABD
Section: [none]
Explanation

Explanation/Reference:
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



B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.

D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in Enable trace logging.

This data can be found in model-driven applications by navigating to Settings and choosing the Plug-in Trace Log tile.

Reference: https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/logging-tracing

QUESTION 2

You are designing a Power Platform solution.

During quality assurance testing the API limits are reached.

You need to identify and resolve the issue.

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

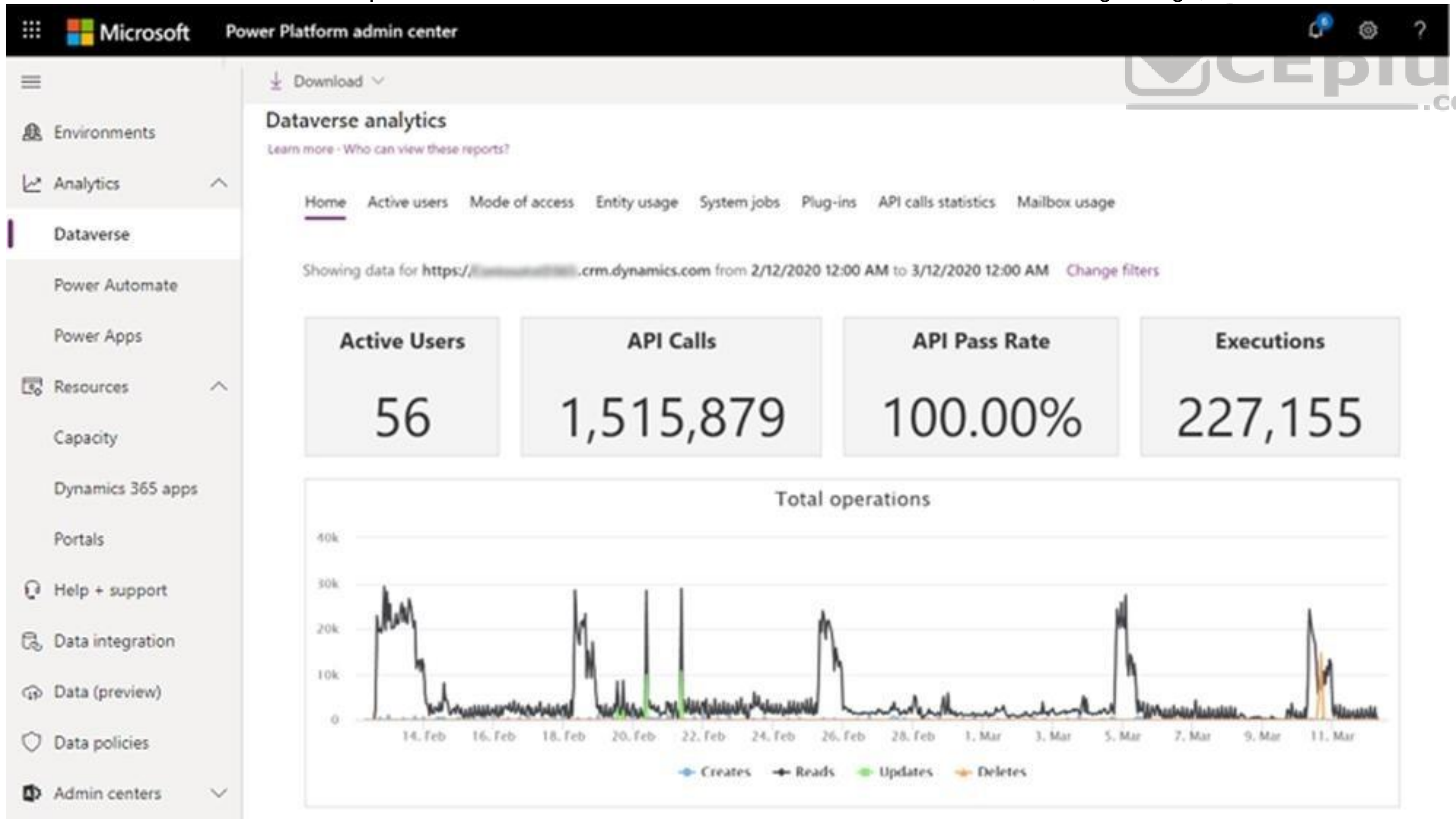
NOTE: Each correct selection is worth one point.

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

Correct Answer: AC
Section: [none]
Explanation

Explanation/Reference:
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

QUESTION 3
HOTSPOT

You design a Power Platform solution for a customer. The solution uses Microsoft Dataverse as the data store. You are managing the go-live process for the solution.

The customer reports the following performance issues:

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

You need to recommend how to troubleshoot system performance.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]
Explanation

Explanation/Reference:
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 4
You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM).

Each version and solution component must be tracked as it is tested.

You need to recommend a strategy to deploy solutions for the user acceptance testing environment.

What should you recommend?

A. Use Package Deployer and deploy a managed solution.
B. Use Package Deployer and deploy an unmanaged solution.
C. Use Solution Packager and deploy a managed solution.
D. Use Solution Packager and deploy an unmanaged solution.

Correct Answer: D
Section: [none]
Explanation

Explanation/Reference:
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