

Microsoft.PL-600.vOct-2023.by.Jack.46q

Number: PL-600
Passing Score: 800
Time Limit: 120
File Version: 13.0

Exam Code: PL-600
Exam Name: Microsoft Power Platform Solution Architect

03 - Perform solution envisioning and requirement analyses

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.

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:

Explanation:

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.

Use business process flows to define a set of steps for people to follow to take them to a desired outcome.

With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.

Scenario:

Agents need a solution to replace paper reservation checklists.

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

Agents need a way to track reservation issues.

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

QUESTION 2

You need to select an appropriate app for Relecloud.
Which app should you recommend?

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

Correct Answer: D

Section:

Explanation:

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

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

QUESTION 3

You need to provide the IT specialists with design diagrams.
What should you provide?

- A. Business process modeler (BPM)
- B. AI Builder
- C. Entity relationship diagram (ERD)
- D. Dynamics 365 Product Visualize

Correct Answer: A

Section:

Explanation:

Scenario: IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system. Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries. BPM helps you align your business processes with industry-standard processes that are described by the American Productivity & Quality Center (APQC) Incorrect Answers:

D: Product Visualize is a powerful tool of Dynamics 365 that uses augmented reality to aid the sales process where sellers are able to show customers a product right from their sales workflow on a mobile device.

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/bpm-overview>

QUESTION 4

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

What should you recommend?

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

Correct Answer: A

Section:

Explanation:

Scenario: Agents need a way to track reservation issues.

Use Dynamics 365 Customer Service to:

Track customer issues through cases

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

QUESTION 5

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

What should you recommend?

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

Correct Answer: A

Section:

Explanation:

Scenario: Information about each machine produced must be transferred to Dynamics 365 Field Service. Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.

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

QUESTION 6

You need to recommend a solution to collect the information required to meet reporting requirements. What should you recommend?

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

D. Business process modeler

Correct Answer: B

Section:

Explanation:

Business rule can create business recommendations based on business intelligence.

Scenario: Analytics and reporting The solution must:

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

Incorrect Answers:

D: Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries.

Reference: <https://docs.microsoft.com/en-us/learn/modules/define-create-business-rules/>

04 - Perform solution envisioning and requirement analyses

Case study

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

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

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

To start the case study

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

Background

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

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

Current environment

Overview

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

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

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations.

This results in delays in shipping machines to customers.

Accounting system

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

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

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

Other systems

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

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized. The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements

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

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:

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 2

You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for each job role
- B. one app for each user
- C. one app for all employees of the team
- D. one app for each team of employees

Correct Answer: A

Section:

Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. Managers need to see all customer dashboards at the top of their menu on their mobile device.

QUESTION 3

You need to manage user access to the app.

Which two connection types should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Virtual table with a customer connector
- B. Office 365 Outlook connector
- C. Microsoft Dataverse connector
- D. Office 365 Users connector

Correct Answer: C, D

Section:

Explanation:

Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app. Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse using the same system user identities and credentials available in an Azure Active Directory based network. Scenario:

Users must be active employees of Fabrikam.

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

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-office365-users>

QUESTION 4

You need to resolve the issue reported during testing.

What should you do?

- A. Create an image data type within the Inspection Order table.
- B. Create a relationship within the Inspection Order table to the originating inspection order.
- C. Create a Quick View form for the inspection order.

Correct Answer: A

Section:

Explanation:

Need to store the image in the table.

Scenario: The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

QUESTION 5

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

The solution has the following requirements:

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

You need to recommend a component for the app.

What should you recommend?

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

Correct Answer: B

Section:

Explanation:

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

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

02 - Architect a solution

Case study

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

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

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

To start the case study

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

Background

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

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

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

Current environment

Existing systems and processes

First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory. An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

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

Client company visits

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

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

Requirements

General

There is no standardized communication tool across the company, and this causes communication issues between different teams. First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

Client company visits

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

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information

The solution must provide a worker appointment booking system that can access worker historical job placement data. The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker. Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate. First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online.

Workers must be able to enter any additional information that is required by or may be helpful to recruiters. The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot.

Workers must be able to provide information to a recruiter as needed.

Data platform

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

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

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

Reporting and analytics

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

Security

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

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

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

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

Workers must be able to sign into a portal by using their own email address.

Workers must be required to use a secure method of authentication to be able to view their data.

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

Issues

The organization reports the following issues:

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

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.

Some security clearance information for workers not visible from within the Power Platform solution. Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

QUESTION 1

You need to recommend technology for accessing historical job placement data.
What should you recommend?

- A. Power Virtual Agents chatbots
- B. Virtual tables
- C. Power BI
- D. Power Automate flows

Correct Answer: B

Section:

Explanation:

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services. Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. The solution must provide a worker appointment booking system that can access worker historical job placement data. First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution. Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities>

QUESTION 2

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.	<div><div></div><div>▼</div><div>Assign: Cascade All</div><div>Assign: Cascade None</div><div>Merge: Cascade All</div><div>Rollup View: Cascade All</div></div>
A user deletes a worker's job placement history.	<div><div></div><div>▼</div><div>Delete: Cascade All</div><div>Delete: Remove Link</div><div>Delete: Restrict</div></div>

Answer 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	

Section:

Explanation:

Box 1: Assign: Cascade None

Scenario: Worker skill records must be archived after ten years and are then removed from the main system. Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

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

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>

QUESTION 3

HOTSPOT

You need to design tables for the solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Data type	Technical solution
Job placement record	<div><div></div><div>Custom table</div><div>Activity table</div><div>Virtual table</div></div>
Security clearance record	<div><div></div><div>Lookup (N:1)</div><div>Choice</div><div>Lookup (N:N)</div></div>

Answer Area:

Answer Area

Data type	Technical solution
Job placement record	<div><div></div><div>Custom table</div><div>Activity table</div><div>Virtual table</div></div>
Security clearance record	<div><div></div><div>Lookup (N:1)</div><div>Choice</div><div>Lookup (N:N)</div></div>

Section:

Explanation:

Box 1: Virtual Table

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

Scenario:

First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. The solution must provide a worker appointment booking system that can access worker historical job placement data.

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

Box 2: Lookup (N:1)

Each worker can have many security clearances, so need a 1:N relationship.

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

Reference:

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

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

QUESTION 4

HOTSPOT

You need to recommend solutions for the organization's technical challenges.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Provide workers a self-service option for viewing personal and skills information.

Authenticate workers who use the self-service option for updating skills information.

Plan routes for audit teams.

Solution

Power Automate
QnA Maker
Azure Cognitive Services

Azure Active Directory B2B
Azure Active Directory B2C
Dynamics 365 owner team

Azure traffic routing
Address input component
Dynamics 365 Field Service

Answer Area:

Answer Area

Requirement

Provide workers a self-service option for viewing personal and skills information.

Authenticate workers who use the self-service option for updating skills information.

Plan routes for audit teams.

Solution

Power Automate

QnA Maker

Azure Cognitive Services

Azure Active Directory B2B

Azure Active Directory B2C

Dynamics 365 owner team

Azure traffic routing

Address input component

Dynamics 365 Field Service

Section:

Explanation:

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your company's applications and services with guest users from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don't have Azure AD or an IT department. A simple invitation and redemption process lets partners use their own credentials to access your company's resources.

Note, Scenario:

Workers must be able to sign into a portal by using their own email address.

Workers must be required to use a secure method of authentication to be able to view their data.

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

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and

traffic patterns in real time.
Reference:
<https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq>
<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b>
<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

QUESTION 5

HOTSPOT

You need to recommend methods to resolve the organization’s issues.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	<div><div></div><div><div>Add users to Microsoft 365.</div><div>Assign Power BI licenses to users.</div><div>Configure an on-premises data gateway.</div></div></div>
Historical data does not appear in reports.	<div><div></div><div><div>Configure Azure Data Lake.</div><div>Configure a custom connector.</div><div>Configure an on-premises data gateway.</div></div></div>

Answer Area:

Answer Area

Issue

Users cannot see Power BI reports.

Resolution method

Add users to Microsoft 365.
Assign Power BI licenses to users.
Configure an on-premises data gateway.

Historical data does not appear in reports.

Configure Azure Data Lake.
Configure a custom connector.
Configure an on-premises data gateway.

Section:

Explanation:

Box 1: Add users to Microsoft 365.

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

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

Go to the All or the Datasets + dataflows tab in your content list.

Select More options (...) next to a dataset, then select Manage permissions.

Select Add user.

Enter the full email addresses for individuals, distribution groups, or security groups.

Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.

Reference:

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

<https://docs.microsoft.com/en-us/power-bi/connect-data/service-gateway-onprem>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerapps-checker>

QUESTION 6

DRAG DROP

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

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

NOTE: Each correct selection is worth one point.

Select and Place:

Methods	Answer Area	
	Group of users	Method
Dataverse Application User	Full-time employees	Method
Power Platform Local Business Owner Team	Automation	Method
Azure Active Directory B2B Guest Access	Corporate governance auditing team	Method
Azure Active Directory Security Group Team		

Correct Answer:

Methods	Answer Area	
	Group of users	Method
Dataverse Application User	Full-time employees	Power Platform Local Business Owner Team
	Automation	Azure Active Directory Security Group Team
	Corporate governance auditing team	Azure Active Directory B2B Guest Access

Section:

Explanation:

Box 1: Power Platform Local Business Owner Team

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

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

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for

licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-group-teams>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/user-properties>

04 - Architect a solution

Case study

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

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

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

To start the case study

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

Background

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

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

Current environment

Overview

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

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

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations.

This results in delays in shipping machines to customers.

Accounting system

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

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

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

Other systems

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

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized. The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements

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

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:

Answer Area

Requirement

Visual representation of gauge readings with minimum and maximum tolerances.

Add visibility to the manufacturing inspection records for onsite technicians.

Solution

Create and embed a Power BI radial gauge.
Create and embed a custom visualization component.
Create and embed a standard Power Apps donut chart.

Configure mobile offline synchronization.
Add an inspection order to the work order form
Modify the sitemap for Dynamics 365 Field Service.

Answer Area:

Answer Area

Requirement

Visual representation of gauge readings with minimum and maximum tolerances.

Add visibility to the manufacturing inspection records for onsite technicians.

Solution

Create and embed a Power BI radial gauge.
Create and embed a custom visualization component.
Create and embed a standard Power Apps donut chart.

Configure mobile offline synchronization.
Add an inspection order to the work order form
Modify the sitemap for Dynamics 365 Field Service.

Section:

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).



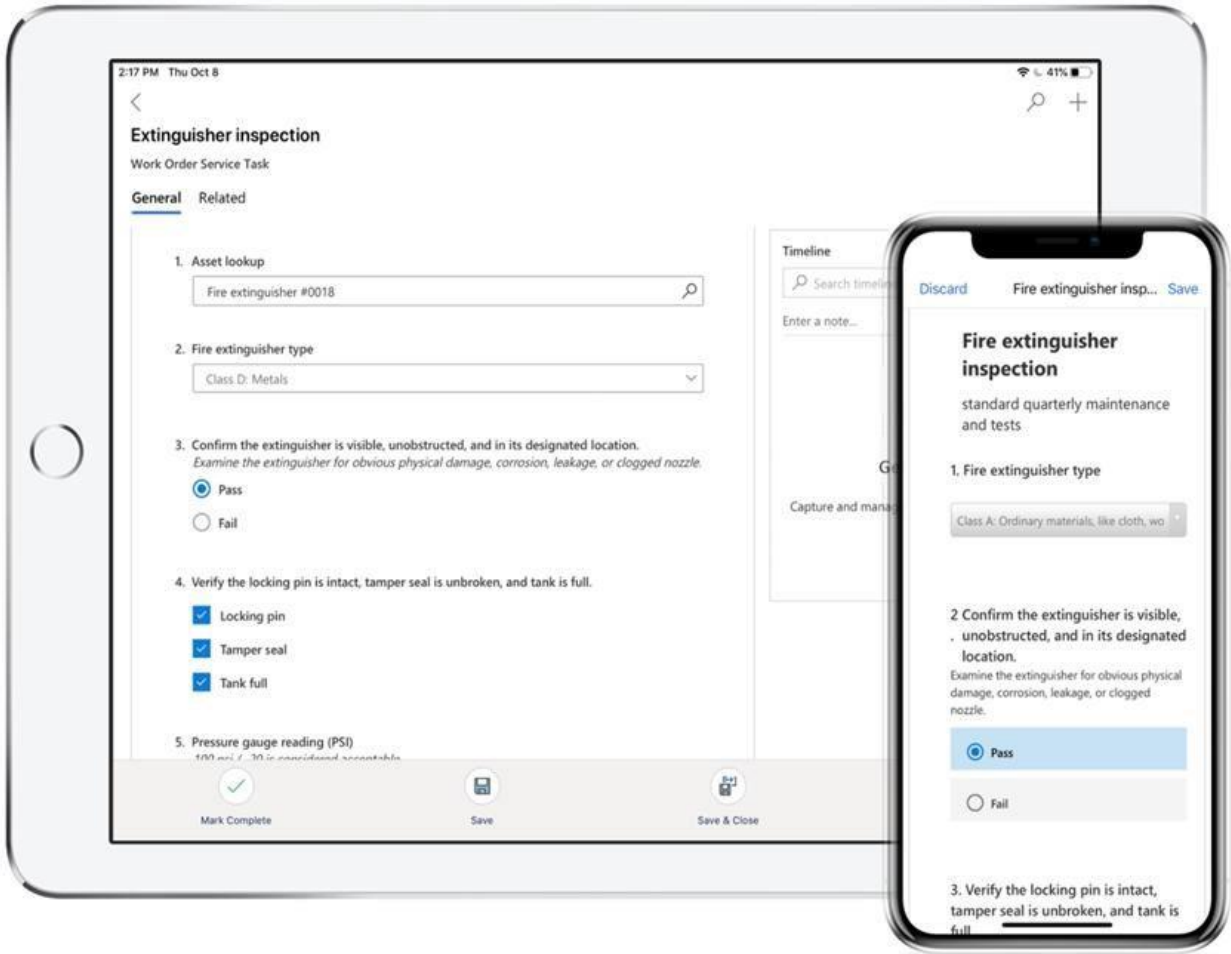
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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:

Answer Area

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	<div><div></div><div>Booking rules</div><div>Schedule board</div><div>Proficiency models</div></div>
Automatically input measurement readings from inspection gauges	<div><div></div><div>Custom connector</div><div>Azure IoT Hub connector</div><div>Azure IoT Central connector</div><div>Microsoft Dataverse connector</div></div>

Answer Area:

Answer Area

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	<div><div></div><div>Booking rules</div><div>Schedule board</div><div>Proficiency models</div></div>
Automatically input measurement readings from inspection gauges	<div><div></div><div>Custom connector</div><div>Azure IoT Hub connector</div><div>Azure IoT Central connector</div><div>Microsoft Dataverse connector</div></div>

Section:

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: <ul style="list-style-type: none"> - Azure Government regions - Azure China regions
Power Automate	Premium	All Power Automate regions except the following: <ul style="list-style-type: none"> - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet
Power Apps	Premium	All Power Apps regions except the following: <ul style="list-style-type: none"> - 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.	

Answer 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.	

Section:

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:

Answer Area

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

Answer Area:

Answer Area

Requirement

Prevent editing of finalized inspection orders.

Solution

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	

Section:

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 5

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

You have the following requirements:

Track support cases, first response time, and resolution time.

Include a chat-like interface that allows managers to check the status of cases with minimal manual searching. Allow cases to have multiple different priority levels. You need to include the required Dynamics 365 and Microsoft Power Platform components.

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: A, B

Section:

Explanation:

Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service. Use Dynamics 365 Customer Service to: Track customer issues through cases

Record all interactions related to a case

Share information in the knowledge base

Create queues and route cases to the right channels

Create and track service levels through service-level agreements (SLAs)

Define service terms through entitlements

Manage performance and productivity through reports and dashboards

Create and schedule services

Participate in chats

Manage conversations across channels

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents>

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

QUESTION 6

A car dealership has a custom financing table.

You are working with a developer to add a button to a ribbon that displays a hidden section of a form when specific criteria are met. You need to recommend tools and technologies for the developer.

Which two tools or technologies should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

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

Correct Answer: B, C

Section:

Explanation:

Client-side scripting using JavaScript is one of the ways to apply custom business process logic for displaying data on a form in a model-driven app. You can use a community tool, Ribbon Workbench, to visually edit ribbons using the UI.

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

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

Exam E

QUESTION 1

HOTSPOT

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs. The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs. The solution must meet the following requirements:

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

You need to recommend an authentication strategy.

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

Hot Area:

Answer Area

User type

Call center employee

Authentication model

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Repair service customer

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Third-party technician

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Answer Area:

Answer Area

User type

Authentication model

Call center employee

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Repair service customer

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Third-party technician

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Section:

Explanation:

QUESTION 2

DRAG DROP

You are a Microsoft Power Platform architect.

You have identified several project risks.

You need to categorize potential risks that are specific to your customer.

How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category 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:

Categories	Answer Area	Risk	Category
Resource risk		The project requires integration to custom-built on-premises systems that store business-sensitive data.	
Business risk		The organization is currently making significant go-to-market strategy adjustments.	
External risk		The customer has a limited budget in relation to the project requirements.	
Security risk			

Correct Answer:

Categories	Answer Area	Risk	Category
		The project requires integration to custom-built on-premises systems that store business-sensitive data.	Security risk
		The organization is currently making significant go-to-market strategy adjustments.	Business risk
External risk		The customer has a limited budget in relation to the project requirements.	Resource risk

Section:

Explanation:

QUESTION 3

DRAG DROP

You are designing a solution to automate the following processes:

- Import data into Microsoft Dataverse from systems that have an API available.
- Import data into Microsoft Dataverse from systems that do not have an API available.
- Validate that contacts in a Microsoft Excel file Dataverse forms in a specified order.

You need to implement automation methods.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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:

Components	Requirement	Component
Cloud flow	Interact with applications that do not have an API.	
Business process flow	Guide users through business steps in a specific order.	
Robotic process automation	Interact with applications that have an API.	

Correct Answer:

Components	Requirement	Component
	Interact with applications that do not have an API.	Robotic process automation
	Guide users through business steps in a specific order.	Business process flow
	Interact with applications that have an API.	Cloud flow

Section:

Explanation:

QUESTION 4

You are designing forms for a Microsoft Power Platform solution. Each person must see only the columns required for their department.

Department	Requirements
Inside sales	<ul style="list-style-type: none"> Use only a browser-based app. Include fields for contact name, phone number, product, order date, and total amount owed.
Fulfillment	<ul style="list-style-type: none"> Use either a mobile or browser-based app. Include fields for contact name, product, and order date.
Field sales	<ul style="list-style-type: none"> Use only a mobile app. Include fields for contact name, address, phone number, and product.

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

- Create one form for each department Add only columns needed on the form for each department. Assign the appropriate security role to each form.
- Create a shared form for all departments. Add all the columns. Add column-level security to columns not needed for each department
- Create one form for each department. Add all columns needed for all departments. Use business rules to hide columns.
- Add new columns to an existing form. Grant all departments security roles for that form.

Correct Answer: A

Section:

QUESTION 5

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

you recommend?

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

Correct Answer: B
Section:

QUESTION 6

DRAG DROP

You are a Microsoft Power Platform architect.
You need to design a process to transport configuration and test data from one environment to a separate environment Which four actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Import the ZIP file data.

Import the CSV file data.

Define the schema of the source data to be exported.

Use the schema to export data.

Download the Configuration Migration tool from NuGet.

Create personal views to define the source data to be exported.

Download the schema of the source data to be exported.

Download the Configuration Migration tool from AppSource.

Answer area

1

2

3

4

Correct Answer:

Actions

Import the CSV file data.

Create personal views to define the source data to be exported.

Download the schema of the source data to be exported.

Download the Configuration Migration tool from AppSource.

>

<

Answer area

1 Download the Configuration Migration tool from NuGet.

2 Define the schema of the source data to be exported.

3 Use the schema to export data.

4 Import the ZIP file data.

↑

↓

Section:

Explanation:

<https://learn.microsoft.com/en-us/power-platform/admin/manage-configuration-data>

QUESTION 7

HOTSPOT

You are designing a solution to continually import data from several data sources into Microsoft Dataverse. The solution must meet the following requirements:

- Include integrated error handling for records that fail to import successfully into Dataverse.
- Augment data with AI and machine learning models.

You need to select a component for each requirement

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

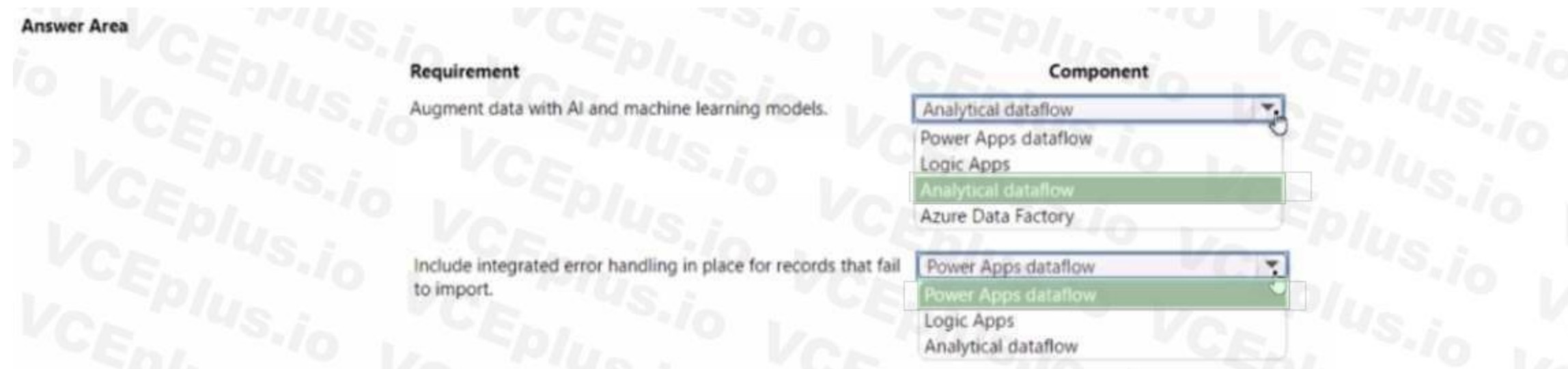
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Augment data with AI and machine learning models.	<div> <div>Analytical dataflow</div> <div>Power Apps dataflow</div> <div>Logic Apps</div> <div>Analytical dataflow</div> <div>Azure Data Factory</div> </div>
Include integrated error handling in place for records that fail to import.	<div> <div>Power Apps dataflow</div> <div>Power Apps dataflow</div> <div>Logic Apps</div> <div>Analytical dataflow</div> </div>

Answer Area:



Section:

Explanation:

QUESTION 8

You are assessing the capabilities of a project few a customer in the education sector.
the solution must meet the following requirements

- include curriculum and student management capabilities.
- Conform to on-going Microsoft platform upgrades.
- Minimize custom coding and configuration

You need to recommend a solution. What should you recommend?

- A. Power Apps portal
- B. Microsoft Power Platform admin center
- C. Microsoft 365 admin center
- D. AppSource

Correct Answer: A

Section:

QUESTION 9

DRAG DROP

You are a Microsoft Power Platform architect.

You must identify and document your organization's business processes to identify opportunities for automaton. You need to run task mining in process advisor.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Prepare processes and recordings.
Analyze processes.
Visualize processes.
Identify automation recommendations.
Share processes.

Answer area

Correct Answer:

Actions

Answer area

Prepare processes and recordings.
Analyze processes.
Visualize processes.
Identify automation recommendations.
Share processes.

Section:

Explanation:

QUESTION 10

HOTSPOT

You are performing a fit gap requirements analysis.

You need to select Microsoft Power Platform components to satisfy the requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	Model-driven app Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Finance Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Automate Power Virtual Agents AppSource

Answer Area:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	Model-driven app Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Finance Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Automate Power Virtual Agents AppSource

Section:

Explanation:

QUESTION 11

You are implementing a solution that includes applications which perform high-volume Microsoft Dataverse operations. The applications must not experience a loss of functionality or loss of performance due to service protection API limits. You need to evaluate metrics for the service protection API limits. Which three metrics should you evaluate? Each correct answer part of the solution. NOTE Each correct selection is worth one point.

- A. Number of concurrent connections per user account.
- B. Number of API requests per web server.
- C. Amount of API calls made within plug-in code.
- D. Amount of execution time that can be used for each connection.
- E. Number of API requests per connection.

Correct Answer: A, D, E

Section:

QUESTION 12

You are designing a solution for a national vehicle repair company. You have the following requirements:

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

You need to recommend a solution.

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

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

Correct Answer: B, C

Section:

QUESTION 13

You are designing an integration between an Azure SQL database and a model-driven app-You have the following requirements:

- Audit updates to the data.
- Assign security role access to tables at the user level.
- Assign security role access to tables at the organization level.
- Enable change tracking.
- Add and update data.

You need to implement virtual tables.

Which two requirements can you meet by using virtual tables? Each correct answer presents a complete solution.

NOTE Each correct selection is worth one point.

- A. Enable change tracking.
- B. Assign security role access to tables at the user level.
- C. Add and update data.
- D. Assign security role access to tables at the organization level.
- E. Audit updates to the data.

Correct Answer: B, D

Section:

QUESTION 14

DRAG DROP

A company uses Microsoft Power Platform solutions.

The company plans to set up application lifecycle management (ALM) capabilities to store the solutions in source control, which will be used to automate the release process.

You need to set up the initial ALM infrastructure to store the solutions in source control.

Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Run the pipeline.

Create an Export pipeline.

Create an Azure DevOps Project.

Install the Microsoft Power Platform Build Tools.

Create a Release pipeline.

Add a task for Microsoft Power Platform Import Solution.

>

<

Steps

1

2

3

4

&u2191

&u2193

Correct Answer:

Actions

Run the pipeline.

Create an Export pipeline.

>

<

Steps

1

2

3

4

Create an Azure DevOps Project.

Install the Microsoft Power Platform Build Tools.

Create a Release pipeline.

Add a task for Microsoft Power Platform Import Solution.

&u2191

&u2193

Section:

Explanation:

Actions

Run the pipeline.

Create an Export pipeline.

>

<

Steps

1

2

3

4

Create an Azure DevOps Project.

Install the Microsoft Power Platform Build Tools.

Create a Release pipeline.

Add a task for Microsoft Power Platform Import Solution.

&u2191

&u2193

QUESTION 15

HOTSPOT

You are a Microsoft Power Platform architect designing integrations for a project. You have the following integration requirements:

- Post requests to a system that is not always available and limited in its ability to process high volumes of messages.
- Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
- Stream large volumes of data from the company's website to a live Power BI dashboard.
- Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Answer Area:

Answer Area

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

Section:

Explanation:

QUESTION 16

DRAG DROP

You are a Microsoft Power Platform architect reviewing requirements for an online shopping app.

You need to identify requirement types for the app.

How should you categorize the requirements? To answer, drag the appropriate categories to the correct requirements. Each category 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:

Categories

Functional

Non-functional

Answer Area

Requirement

The app must automatically send a confirmation email to a customer when they place an order.

Credit card numbers must be encrypted.

Category

Correct Answer:

Categories

Answer Area

Requirement

The app must automatically send a confirmation email to a customer when they place an order.

Credit card numbers must be encrypted.

Category

Functional

Non-functional

Section:

Explanation:

QUESTION 17

DRAG DROP

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

The data model must meet the following requirements:

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

You need to recommend cascading strategies for the data model.

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

NOTE: Each correct selection is worth one point.

Select and Place:

Cascading strategies

Cascade All

Cascade Active

Cascade User Owned

Cascade None

Answer Area

Requirement

When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.

When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.

Cascading strategy

Correct Answer:

Cascading strategies	Requirement	Cascading strategy
<input type="text"/>	When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	<input type="text" value="Cascade All"/>
<input type="text" value="Cascade Active"/>	When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	<input type="text" value="Cascade User Owned"/>
<input type="text"/>		
<input type="text" value="Cascade None"/>		

Section:

Explanation:

QUESTION 18

A company plans to automate business processes by using Power Automate. You identify a subprocess that must be implemented across multiple flows. You need to implement the subprocess so that it is maintainable and easy to navigate. What should you do?

- A. Save a copy of the subprocess and then add any additional actions into the flow.
- B. Initiate the subprocess with an automated trigger.
- C. Copy the actions of the subprocess into the flow by using the clipboard.
- D. Initiate the subprocess with an instant trigger.

Correct Answer: B

Section:

QUESTION 19

HOTSPOT

You are evaluating a solution design.

You need to test the following scenarios:

- Mimic a user using an app.
- Obtain formal approval that an app meets customer-provided criteria.
- Confirmation that an app can manage expected peak loads.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Test type
Mimic a user using an app.	<div>Acceptance testing</div> <div>UI testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>Load testing</div>
Obtain formal approval that an app meets customer-provided criteria.	<div>Acceptance testing</div> <div>Migration testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>UI testing</div>
Confirmation that an app can manage expected peak loads.	<div>Performance testing</div> <div>Unit testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>Integration testing</div>

Answer Area:

Answer Area

Scenario	Test type
Mimic a user using an app.	<div>Acceptance testing</div> <div>UI testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>Load testing</div>
Obtain formal approval that an app meets customer-provided criteria.	<div>Acceptance testing</div> <div>Migration testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>UI testing</div>
Confirmation that an app can manage expected peak loads.	<div>Performance testing</div> <div>Unit testing</div> <div>Acceptance testing</div> <div>Performance testing</div> <div>Integration testing</div>

Section:

Explanation:

QUESTION 20

HOTSPOT

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

The following issues have been identified:

- The super user team cannot access make.powerapps.com to open and set the environment variables.
- Users are added to the environment Azure AD security group and are not able to access the model-driven app.

- Users are added to the environment Azure AD security group and are not able to access the canvas app. You need to resolve the issues. What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Resolution
The superuser team cannot set the environment variables.	<div>Assign the System Customizer role.</div> <div>Assign the System Customizer role.</div> <div>Assign the Basic User role.</div> <div>Assign the Service Reader role.</div> <div>Assign the Office Collaborator role.</div>
Users cannot access the model-driven app.	<div>Assign the Basic User role.</div> <div>Assign the Basic User role.</div> <div>Assign the Service Reader role.</div> <div>Assign the Office Collaborator role.</div> <div>Add the Azure AD Security Group.</div>
Users cannot access the canvas app.	<div>Add users to an Azure AD Security Group.</div> <div>Assign the System Customizer role.</div> <div>Assign the Service Reader role.</div> <div>Add users to the superuser team.</div> <div>Add users to an Azure AD Security Group.</div>

Answer Area:

Answer Area

Issue	Resolution
The superuser team cannot set the environment variables.	<div>Assign the System Customizer role.</div> <div>Assign the System Customizer role.</div> <div>Assign the Basic User role.</div> <div>Assign the Service Reader role.</div> <div>Assign the Office Collaborator role.</div>
Users cannot access the model-driven app.	<div>Assign the Basic User role.</div> <div>Assign the Basic User role.</div> <div>Assign the Service Reader role.</div> <div>Assign the Office Collaborator role.</div> <div>Add the Azure AD Security Group.</div>
Users cannot access the canvas app.	<div>Add users to an Azure AD Security Group.</div> <div>Assign the System Customizer role.</div> <div>Assign the Service Reader role.</div> <div>Add users to the superuser team.</div> <div>Add users to an Azure AD Security Group.</div>

Section:

Explanation:

QUESTION 21

You are designing a new Microsoft Power Platform solution for a wedding organizer company. The company uses a third-party application and plans to migrate the data into Microsoft Dataverse for the new solution. The third-party application has an API that can be connected to programmatically for data migration purposes. You need to migrate the unique IDs belonging to the records from the third-party application. Which two Microsoft Dataverse column types should you use to store this information?

Each correct answer presents a complete solution.

- A. Text Area
- B. Unique Identifier
- C. Plain Text
- D. Rich Text
- E. Float

Correct Answer: B
Section:

QUESTION 22
HOTSPOT

A food distribution terminal uses Microsoft Dynamics 365 Field Service and Microsoft Dynamics 365 Supply Chain Management to manage inventory and fulfill customer orders. Customers place custom orders through a Power Pages customer portal. Customers can enter different receiving times and dates on fresh produce order lines. The terminal needs to expose fresh produce order details from Dynamics 365 to its customers in the portal. Customers can control how much detail they see in the portal. You need to design a solution that meets the requirements. Which mechanism should you use for each requirement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Mechanism
Retrieve data representing fresh produce details.	<div><div>Custom connector</div><div>Basic form</div><div>Data gateway</div><div>Advanced form</div><div>Custom connector</div></div>
Expose the fresh produce details.	<div><div>Portal Management app</div><div>Portal Management app</div><div>Customer Service Insights</div><div>Microsoft Power Platform admin center</div><div>Microsoft 365 Apps admin center</div></div>

Answer Area:

Answer Area

Requirement	Mechanism
Retrieve data representing fresh produce details.	<div>Custom connector ▼</div> <div>Basic form</div> <div>Data gateway</div> <div>Advanced form</div> <div>Custom connector</div>
Expose the fresh produce details.	<div>Portal Management app ▼</div> <div>Portal Management app</div> <div>Customer Service Insights</div> <div>Microsoft Power Platform admin center</div> <div>Microsoft 365 Apps admin center</div>

Section:

Explanation:

QUESTION 23

A company uses Microsoft Power Platform and Dynamics 365 Field Service.

External workers deliver onsite service to customer locations by using the Field Service (Dynamics 365) mobile app.

You need to ensure that external users can only use the app from specific locations.

Which solution should you use?

- A. Azure Conditional Access policy
- B. Azure role-based access control (RBAC)
- C. Azure Active Directory security groups
- D. Azure multi-factor authentication (MFA)

Correct Answer: A

Section: