

PL-600 Dumps

Microsoft Power Platform Solution Architect

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NEW QUESTION 1

DRAG DROP

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

Actions

Answer Area

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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Answer Area

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NEW QUESTION 2

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

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

Answer: D

Explanation:

User and team management is the area of Microsoft Dataverse where you can create and maintain user accounts and profiles. A user is any person who works for a business unit who uses Dataverse. Each user has a user account.

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

Note: Why use Dataverse?

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

Dynamics 365 data and extend your apps with Power Apps.

Reference:

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

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

NEW QUESTION 3

HOTSPOT

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

The organization wants to automate image capture and analysis.

The organization has the following requirements: Save captured images in an appropriate location.

Analyze saved images by using an image recognition process.

Display data in real-time dashboards.

You need to recommend the correct technology for the requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Technology option
Save captured images in an appropriate location.	<div>▼</div> <div>Business process flow</div> <div>Desktop flow</div> <div>Instant cloud flow</div> <div>Automated cloud flow</div>
Analyze saved images by using an image recognition process.	<div>▼</div> <div>Instant cloud flow and AI Builder</div> <div>Automated cloud flow and AI Builder</div> <div>Desktop flow and AI Builder</div>
Display data in real-time dashboards.	<div>▼</div> <div>Dynamics 365 interactive experience dashboard</div> <div>Model-driven app dashboard with native graphs</div> <div>Model-driven app dashboard with Power BI</div>

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Box 1: Automated cloud flow.

Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.

Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Incorrect Answers:

Business process flows provide a guide for people to get work done. Desktop flows are used to automate tasks on the Web or the desktop.

Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or SharePoint.

Box 2: Desktop flow and AI Builder

Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

Box 3: Model-driven app dashboard with Power BI

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

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

NEW QUESTION 4

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

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

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

NOTE: Each correct selection is worth one point.

A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.

B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.

C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.

D. Share Power BI dashboards only with users who are supported to see this data.

Answer: AB

Explanation:

A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the

dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.
B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to export or print reports. Reference:
<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

NEW QUESTION 5

You are a Power Platform consultant for an internet support company.
The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:
All support issues must come in by email, need to be logged, and assigned to the support group.
Accounts must synchronize with the parent company Oracle database.
Reports must be sent to the executives on a weekly basis.
No custom code will be used in the system.
You need to recommend the components that should be configured.
Which two components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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

Answer: BD

Explanation:

The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse.
Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. ... It provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks.
Incorrect Answers:
A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/about> <https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow>

NEW QUESTION 6

HOTSPOT

▪ You need to design a Power Platform solution that meets the following requirements: Capture data from a row during deletion to be used in an automated process.
Use AI to process forms and automate data entry from paper-based forms.
Which requirements can be met by using out-of-the box Power Platform components?
Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Yes
This can be done with Dataverse flows: The When a row is added, modified or deleted trigger runs a flow whenever a row of a selected table and scope changes or is created.
Box 2: Yes
AI Builder is a Microsoft Power Platform capability that provides AI models that are designed to optimize your business processes. AI Builder enables your business to use AI to automate processes and glean insights from your data in Power Apps and Power Automate.
Reference:
<https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger>

NEW QUESTION 7

You are designing a self-service portal for a company.
The portal must meet the following requirements:
Customers must be able to submit and review cases.
Customers must be able to chat with service representatives in near real time.
▪ Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns. You need to recommend solutions for the company that do not require custom development.
Which three apps or services should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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

Answer: BCE

Explanation:

▪B: Use Dynamics 365 Customer Service to: Track customer issues through cases Record all interactions related to a case Share information in the knowledge base

Create queues and route cases to the right channels

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

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

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

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates> <https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal> Testlet 2

Case study

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Background

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

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

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

Current environment

Existing systems and processes

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

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

Client company visits

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

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

Requirements General

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

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

Client company visits

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

Job history information

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

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

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

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

Worker access

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

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

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

Data platform

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

Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.
Reporting and analytics
The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.
Security
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users. Worker records must only be viewed by the recruiting office that the worker visits.
Worker still records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system. User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes. Issues
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

NEW QUESTION 8

You need to recommend a reporting solution for the organization.
Which two options should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

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

Answer: BC

Explanation:

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.
C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.
Incorrect Answers:
D: Scenario: Users cannot view Power BI reports within the Power Platform apps.
Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app, which updates in real time as you make changes to your report.
Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app> <https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866> <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

NEW QUESTION 9

DRAG DROP
You need to recommend solutions to meet the organization's communication needs.
What should you recommend? To answer, drag the appropriate technologies to the correct groups of users. Each technology may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Microsoft Teams

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

Microsoft Teams key capabilities: Connected

Secure

Managed Collaborative and productive

Box 2: Microsoft 365 Business Voice

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

Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/solutions/empower-people-to-work-remotely>

<https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice>

Testlet 3

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Background

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

Current environment

The company uses Microsoft Office 365.

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

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

- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options. The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete. The company uses vendors to service aircraft.

Environment

Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Minimize the use of third-party products and custom development.

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

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

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity. Application use layout should be role specific.

Agents

You must standardize the format used by agents to enter customer phone numbers. Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity. Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience. Agents need different versions of cancellation policies to send customers. One version must be controllable within the system. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT

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

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

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

Management

Management requires paginated reports for stakeholders.

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

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

Maintenance

Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts. Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts. Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

NEW QUESTION 10

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

What should you recommend?

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

Answer: B

Explanation:

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

Dataverse for Teams – built on Microsoft Dataverse – provides relational data storage, rich data types, enterprise-grade governance, and one-click solution deployment to the Microsoft Teams app store. Dataverse for teams table creation has all of the things that are great about Microsoft Lists, without the major downsides.

Reference: <https://docs.microsoft.com/en-us/powerapps/teams/create-table> Question Set 1

NEW QUESTION 10

HOTSPOT

You are designing a Power Platform solution for a company. You have the following requirements:

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

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

You need to recommend security settings to the company.

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

NOTE: Each correct selection is worth one point.

Answer Area

Business requirement	Solution
Users in the human resources department must be able to create tasks.	<div><div></div><div>Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level rights to the human resources case table.</div></div>
Users in the human resources department must be able to assign cases to other users.	<div><div></div><div>Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level assign rights to the human resources case table.</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Assign only Create rights to activities

You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities. Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.

Box 2: Assign User-level assign rights to human resources case table.

Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To. For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Incorrect Answers:

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

Reference:

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

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

NEW QUESTION 15

You are designing the data model for a school. The school wants to track students' enrollments in courses. The system must meet the following requirements:

Track the courses in which each student is enrolled. Track the students that are enrolled in each course.

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

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

- A.
- B.
- C.
- D.

Answer: A

Explanation:

Need a relationship table.

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

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

NEW QUESTION 16

You are designing a database table for a client.

You have the following requirements:

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

You need to recommend a design for the table.

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

NOTE: Each correct selection is worth one point.

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

Answer: BC

Explanation:

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

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

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

NEW QUESTION 19

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

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

The vice president of sales must be able to see opportunities for sales managers and sales representatives. Sales managers must be able to see opportunities for all sales representatives.

Sales representatives must only see opportunities that they own.

You need to recommend security tools for controlling user access.

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

NOTE: Each correct selection is worth one point.

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

Answer: CD

Explanation:

With the position hierarchy security, a user at a higher position has access to the records owned by a lower position user or by the team that a user is a member of, and to the records that are directly shared to the user or the team that a user is a member of.

The hierarchy security model is an extension to the earlier security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models. Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/hierarchical-security-control-access-entities>

NEW QUESTION 20

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

The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution. You need to recommend a solution to combine the room and shelf fields into a single column during the import process.

Which tool should you recommend?

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

Answer: B

Explanation:

Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files. Use transformation mapping to modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table.

Note:

To implement data import, you typically do the following:

Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file. Create a data map or use an existing data map.

Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.

Create a data map or use an existing data map. Associate an import file with a data map.

Upload the content from a source file to the associated import file. Parse the import file.

Transform the parsed data.

Upload the transformed data into the target Dataverse server.

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

NEW QUESTION 22

HOTSPOT

You need to ensure that the solution meets the data security and compliance requirements. What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario

Relationship behavior

A worker transfers to a new client company.

	▼
Assign: Cascade All	
Assign: Cascade None	
Merge: Cascade All	
Rollup View: Cascade All	

A user deletes a worker's job placement history.

	▼
Delete: Cascade All	
Delete: Remove Link	
Delete: Restrict	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Assign: Cascade None

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

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record. Box 2: Delete: Restrict

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup>

Testlet 3 Case study

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

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

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

To start the case study

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

Background

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

Current environment

The company uses Microsoft Office 365.

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

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

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options. The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete. The company uses vendors to service aircraft.

Environment

Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Minimize the use of third-party products and custom development.

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

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

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity. Application use layout should be role specific.

Agents

You must standardize the format used by agents to enter customer phone numbers. Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity. Agents need a way to track reservation issues.

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

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT

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

cases.

IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system. IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management

Management requires paginated reports for stakeholders.

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

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

Maintenance

Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts. Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts. Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

NEW QUESTION 23

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

Which field type should you recommend?

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

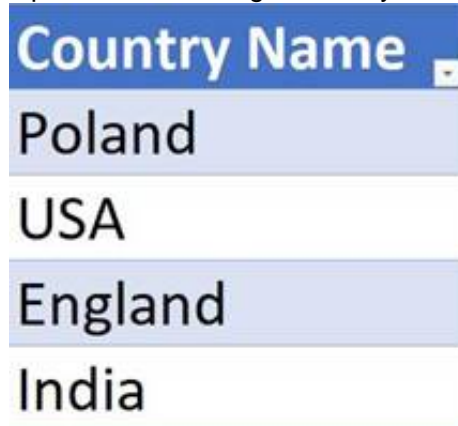
Answer: C

Explanation:

Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

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

In PowerApps Option set is one of the field types you can use in your Entity. The information type that Option Set stores is a list of text values. And here comes the Option Set advantage – once you define its text values you can centrally managed it. Example:



Incorrect Answers:

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

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

NEW QUESTION 27

You need to create an Agent security role.

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

NOTE: Each correct selection is worth one point.

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

Answer: BEF

Explanation:

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

Create a security role by Copy Role:

Step 1 (E): Copy the Customer Service Representative role. Step 2 (F): Select the New Role Name.

Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc. Set the privileges on each tab.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role>

Case study

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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.
- e.

Inspection standardization

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

Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered. Support the addition of steps to inspections to support custom features added to a machine for a customer.

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

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

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

Users must be active employees of Fabrikam.

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

You must prevent users from changing inspection order data once an inspection is marked as final. Analytics and reporting The solution must:

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

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

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

NEW QUESTION 30

HOTSPOT

You need to recommend a solution to meet user interface requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

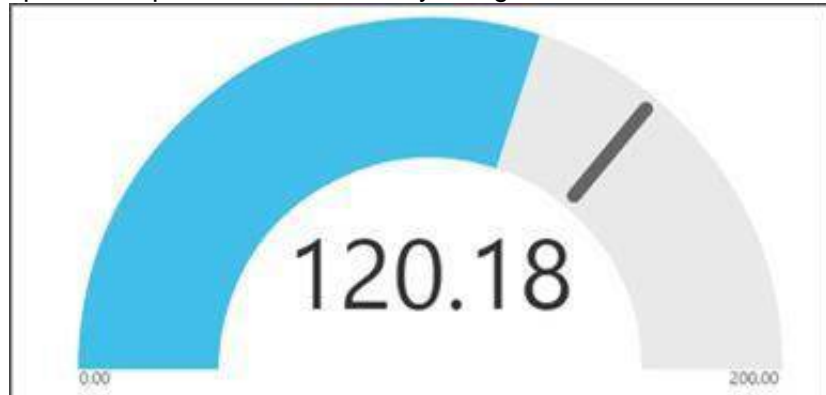
- A. Mastered
- B. Not Mastered

Answer: A

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).

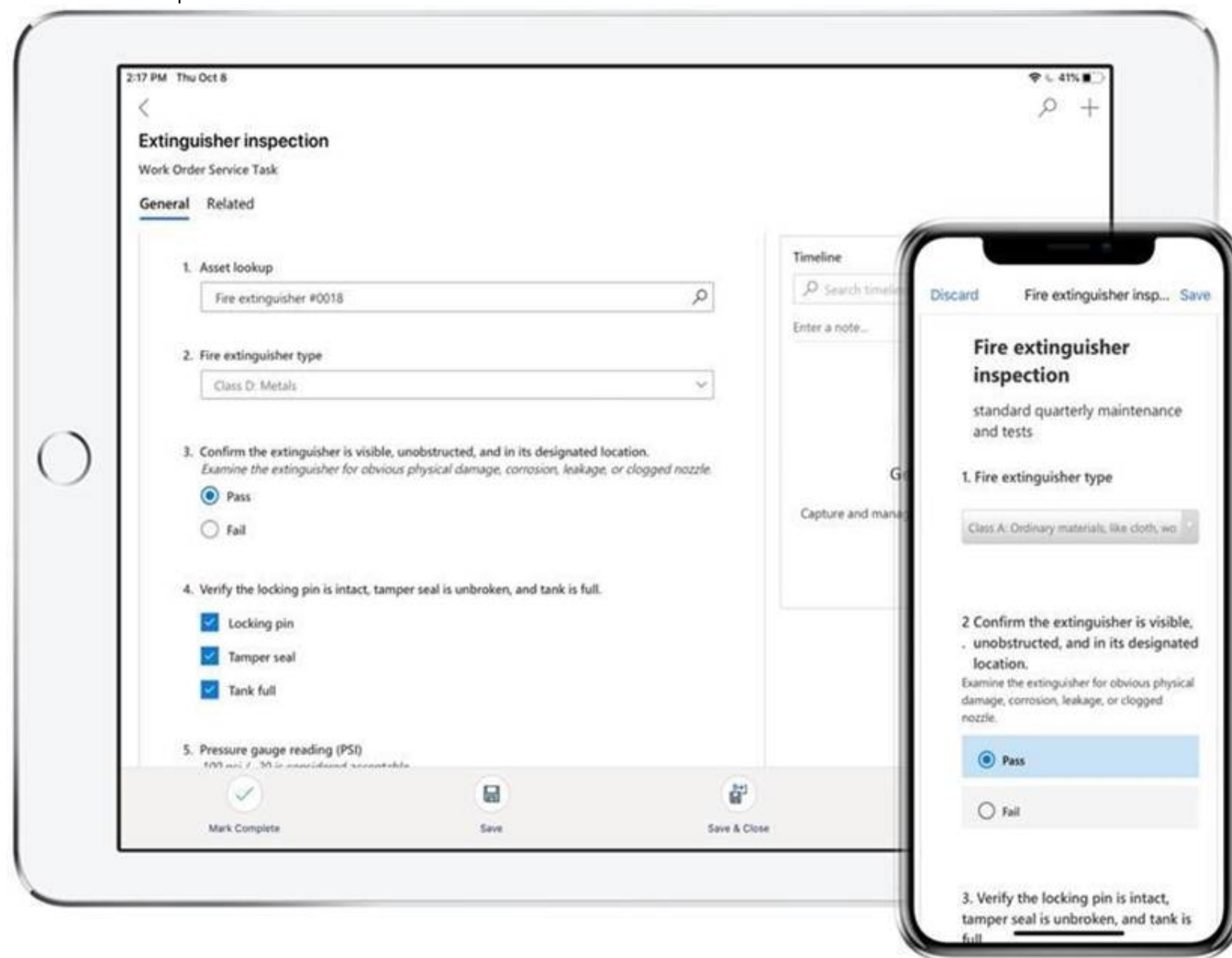


In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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>

NEW QUESTION 32

HOTSPOT

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

Form load time is much slower than it was during testing.

Overall system performance has been significantly slower than it was during testing. You need to recommend how to troubleshoot system performance.

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

NOTE: Each correct selection is worth one point.

Hot Area: Correct

[MISSING]

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Review the fields that are on the form

Keep the number of table columns (fields) to a minimum.

The more table columns (formerly referred to as fields) you have in a form, the more data that needs to be downloaded to view each record.

Box 2: Review one to many relationships to verify whether cascade settings are necessary.

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

NEW QUESTION 36

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