

## PL-600<sup>Q&As</sup>

Microsoft Power Platform Solution Architect

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## QUESTION 1

A company plans to use Microsoft Power Platform. The company gathers business requirements about data.

You need to identify the functional requirements.

Which two requirements about data should you gather? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Delete in bulk after seven years.
- B. Go through a specified approval process.
- C. Remain compliant.
- D. Retain for 10 years.
- E. Store in Microsoft Dataverse.

Correct Answer: AB

Explanation:

Identify functional requirements

Requirements are commonly referred to as either functional or non-functional. Functional requirements describe what the solution needs to do or its behaviors, and non-functional requirements commonly describe non-behavior aspects of the

solution such as performance requirements.

Each functional requirement should clearly capture the who, what, and why of the requirement. If the requirement is too large, it should be divided into smaller parts.

Example functional requirements

The following scenarios describe simple examples of functional requirements:

As a sales user, I need to be able to close an opportunity as lost and then capture why it was lost so that we can improve our sales tactics in the future.

As a sales manager, I need to be able to approve a discount on a quote so that I can reduce the total price and give a discount to the customer.

As a staff accountant, I want to be prevented from closing a batch that has pending items so that I do not have to reopen it later.

Incorrect:

Examples of common non-functional requirement types include:

Availability

(not C) Compliance/regulatory

(not D, not E) Data retention/residency

Performance (response time, and so on)

Privacy

Recovery time

Security

Scalability

Reference:

<https://learn.microsoft.com/en-us/training/modules/work-with-requirements/3-functional-requirements>

## QUESTION 2

### HOTSPOT

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

The solution must meet the following requirements:

Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication.

An external system needs to send data to the company's Dynamics 365 Sales solution.

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Business requirement

#### Solution

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

	▼
Assign only Create rights to activities.	
Assign Create and Read rights to activities.	
Assign user-level assign rights to the human resources case table.	
Assign organization-level rights to the human resources case table.	

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

	▼
Assign only Create rights to activities.	
Assign Create and Read rights to activities.	
Assign user-level assign rights to the human resources case table.	
Assign organization-level assign rights to the human resources case table.	

Correct Answer:

## Answer Area

### Business requirement

### Solution

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

	▼
Assign only Create rights to activities.	
Assign Create and Read rights to activities.	
Assign user-level assign rights to the human resources case table.	
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Users in the human resources department must be able to assign cases to other users.

	▼
Assign only Create rights to activities.	
Assign Create and Read rights to activities.	
Assign user-level assign rights to the human resources case table.	
Assign organization-level assign rights to the human resources case table.	

Box 1: Use Virtual tables

A virtual entity is a custom entity in Dynamics 365 Customer Engagement (on-premises) that has fields containing data from an external data source. Virtual entities appear in your app to users as regular entity records, but contain data that is

sourced from an external database, such as an Azure SQL Database. Records based on virtual entities are available in all clients including custom clients developed using the Dynamics 365 Customer Engagement Web Services.

Box 2: Use Dynamics 365 Web API.

Dynamics 365 Web Services API: Many times, straight database-to-database integrations aren't a possibility. In these cases, the development of a solution may depend on utilization of the Dynamics 365 Customer Engagement web services

API (Application Programming Interface).

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-virtual-entities>

## QUESTION 3

A company uses a third-party cloud-based app to make real-time business decisions. The app has a RESTful API.

You must design a Microsoft Power Platform solution that interacts with the third-party app. Changes made in the Microsoft Power Platform solution must be reflected in the cloud app.

You need to recommend technologies to integrate the Microsoft Power Platform solution with the cloud app.

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

NOTE: Each correct selection is worth one point.

- A. Scheduled Power Automate cloud flow with a custom connector to the cloud app
- B. Power Virtual Agents
- C. Custom plug-on registered with Microsoft Dataverse
- D. Model-driven app

Correct Answer: AC

A: To enable Logic Apps, Power Automate, or Power Apps to communicate with the REST or SOAP API, use a custom connector, which is a wrapper around a REST API (Logic Apps also supports SOAP APIs).

C: Custom APIs are a powerful way to connect to any existing API, hosted anywhere, from PowerApps. You do not need a PowerApps Enterprise subscription to register or use a Custom API.

Custom APIs are RESTful endpoints that you can connect to and use from PowerApps. All you'll need is a Swagger definition file for your endpoint.

Reference: <https://docs.microsoft.com/en-us/power-platform/guidance/architecture/real-world-examples/custom-connector-canvas> <https://powerapps.microsoft.com/hr-hr/blog/register-and-use-custom-apis-in-powerapps/>

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#### QUESTION 4

You are designing a self-service portal for a company. The portal must meet the following requirements:

1.  
Customers must be able to submit and review cases.
2.  
Customers must be able to chat with service representatives in near real time.
3.  
Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns.

You need to recommend solutions for the company that do not require custom development. Which three apps or services should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

Correct Answer: BCE

B: Use Dynamics 365 Customer Service to:

1.

Track customer issues through cases

2.

Record all interactions related to a case

3.

Share information in the knowledge base

4.

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>

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## QUESTION 5

### DRAG DROP

You need to propose a solution for form requirements.

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

NOTE: Each correct selection is worth one point.

Select and Place:

## Answer Area

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Use a virtual table.</div><div style="padding: 2px;">Import to a custom table.</div><div style="padding: 2px;">Create a lookup to Dynamics 365 Field Service.</div></div>
Configure the relationship between inspection orders and inspection ratings.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Create a one-to-many relationship and set the behavior to Parental.</div><div style="padding: 2px;">Create a many-to-many relationship and set the behavior to Parental.</div><div style="padding: 2px;">Create a one-to-many relationship and set the behavior to Cascade None.</div><div style="padding: 2px;">Create a many-to-many relationship and set the behavior to Cascade None.</div></div>

Correct Answer:

## Answer Area

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Use a virtual table.</div><div style="padding: 2px;">Import to a custom table.</div><div style="padding: 2px; background-color: #e0ffe0;">Create a lookup to Dynamics 365 Field Service.</div></div>
Configure the relationship between inspection orders and inspection ratings.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px; background-color: #e0ffe0;">Create a one-to-many relationship and set the behavior to Parental.</div><div style="padding: 2px;">Create a many-to-many relationship and set the behavior to Parental.</div><div style="padding: 2px;">Create a one-to-many relationship and set the behavior to Cascade None.</div><div style="padding: 2px;">Create a many-to-many relationship and set the behavior to Cascade None.</div></div>

Box 1: Field controls

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

Box 2: Workflow

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

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