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Microsoft Power Platform Solution Architect

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QUESTION 1

You need to recommend a solution for handling data entry requirements for the mobile audit teams. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player

B. Canvas app within a browser

C. Dynamics 365 Field Service

D. Dynamics 365 App for Outlook

Correct Answer: AB

Scenario:

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

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

When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.

Reference:

https://docs.microsoft.com/en-us/powerapps/user/run-app-browser

QUESTION 2

You need to recommend an environment for the inspection solution.

Where should you recommend installing the solution?

A. within the Dynamics 365 Field Service environment

B. within the default Dynamics 365 Field Service environment

C. in a separate Microsoft Dataverse environment in the same instance as the Dynamics 365 Field Service environment

D. in a separate Dataverse environment with Dynamics 365 apps enabled

Correct Answer: A

General requirements include:

You must be able to reference inspection information and quality certification information from within Dynamics 365 Field Service. Technicians must be able to view referenced inspection information from the custom solution when they

perform maintenance on machines.

QUESTION 3

A company is creating a Microsoft Power Platform app to enable employees to log daily time entries. Employee user accounts are in multiple Azure AD tenants and are not located in the tenant that is running the app.

Employees must be added as Azure AD guest accounts within the tenant that will be running the app. Employees must access the model-driven app by being a member of a security team. The security team has been assigned the Employee

Security role. Employees must create personal views of records to view within the system.

You need to implement a security solution.

Which privilege should you use?

A. Direct basic level

B. Shared app access

C. Team

D. Azure AD security group

Correct Answer: C

Model-driven apps use role-based security for sharing.

All app users must be assigned one or more predefined or custom security roles. Or, security roles can be assigned to teams. When a user or team is assigned to one of these roles, the person or team members are granted the set of

privileges associated with that role.

Reference: https://learn.microsoft.com/en-us/power-apps/maker/model-driven-apps/share-model-driven-app

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QUESTION 4

A company provides professional development certifications to technologies around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service. The company must increase productivity for call center employees. The solution must meet the following requirements:

1.

Handle multiple customer interactions at once

2.

Ensure that users can access information from several business applications.

3.

Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.

4.

Implement all functionality in a single interface.

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

What should you recommend?

A. Omnichannel for Customer Service

B. Live Assist for Microsoft Dynamics 365 Powered by CafeX

C. LinkedIn connector

D. Unified Service Desk

Correct Answer: A

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.

Omnichannel for Customer Service also provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation to ensure agents are effective.

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel

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QUESTION 5

A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures.

Patient records are stored within the company\\'s cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient\\'s identity.

You need to recommend a solution to display the patient information.

What should you recommend?

A. Virtual table

B. Business rule

C. Privacy preference

D. Data gateway

E. Custom dataflow

Correct Answer: A

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.

Incorrect Answers:

D: The On-premises data gateway provides secure data transfer between on-premises data sources and your Azure Analysis Services servers in the cloud.

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

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