

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

Microsoft Power Platform Solution Architect

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#### **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:

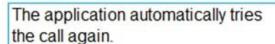
# Actions

# **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 redirects calls to an on-premises server.



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

### **QUESTION 2**

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Upload the activity data stored in the Excel sheet to the process advisor feature. Use process mining to discover inefficiencies in the process.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Explanation:

Instead use task mining.

Correct solution: Record the actions required to complete the loan application process in the process advisor feature. Use task mining to discover inefficiencies in the process.

Note:

Task mining is a technology that enables organizations to capture detailed steps for tasks performed on users\\' desktops, either independently or collaboratively with colleagues.



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By analyzing recorded user actions, task mining allows organizations to gain insights into how they perform tasks, identify common mistakes made during task performance, and pinpoint tasks that can be automated, all of which can help

optimize their business processes.

Task mining is a powerful tool for streamlining workflows, identifying inefficiencies and bottlenecks in workflows,

reducing costs, and fostering a culture of continuous improvement where employees are encouraged to optimize their work
processes.

#### **QUESTION 3**

Reference:

You are a Power Platform consultant for an internet support company.

https://learn.microsoft.com/en-us/power-automate/task-mining-overview

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

The company requires a new system that achieves the following:

1.

All support issues must come in by email, need to be logged, and assigned to the support group.

2.

Accounts must synchronize with the parent company Oracle database.

3.

Reports must be sent to the executives on a weekly basis.

4.

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

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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-v us/dynamics365/customer-voice/data-flow

#### **QUESTION 4**

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 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.

Action

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#### **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.

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.

#### **QUESTION 5**

A company wants to create a Power Automate flow that posts marketing events to social media.

The company must ensure that the postings adhere to regulatory requirements for handling of personally identifiable information (PII) data. The company will not post events to unauthorized social media platforms.

You need to ensure that the requirement is met.

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

NOTE: Each correct selection is worth one point.

- A. Configure the relevant connector so that is part of the Non-Business data group category.
- B. Create a security role to prevent data export.
- C. Configure an Azure Active Directory (AAD) security role for the maker to the environment.
- D. Create a Data Loss Protection (DLP) policy.
- E. Configure the relevant connector so that it is part of the Blocked data group category.

Correct Answer: DE

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.



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Reference: https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention

#### **QUESTION 6**

You are designing an authentication strategy.

You must provide users multiple primary authentication options for Microsoft Power Platform app sign-in events.

You need to select the primary authentication methods.

Which two authentication methods can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Windows Hello for Business
- B. OAUTH software tokens
- C. Microsoft Authenticator app
- D. Voice call

Correct Answer: BC

B: Power Apps Portals: Authentication Overview. Two Main Types

At a high level, there are two types of authentication in Power Apps Portals: local and external.

Local authentication is when the username and password information is stored directly in CDS on the contact record. Usernames can either be the contact\\'s email address, or a special username field. A hashed version of the user\\'s password is stored, which makes it possible to verify that the correct password has been entered, but makes it impossible to retrieve their password from the database. While convenient and easy to use, local authentication has be deprecated by Microsoft, and should be avoided.

External authentication is when something outside of CDS is managing usernames and passwords – think Microsoft Accounts, Facebook, Twitter, etc. Users log in with credentials from other services, which are associated with a contact in CDS. These external authentication managers are known as identity providers, and there are a few different protocols for identity management. Portals supports four main external identity protocols: OAuth2, SAML, WS-Federation and Open ID Connect.

C: The Microsoft Authenticator app helps you sign in to your accounts when you\\'re using two-step verification.

Incorrect:

Not A: Windows Hello for Business

Reference: https://www.engineeredcode.com/blog/power-apps-portals-authentication-overview https://support.microsoft.com/en-us/account-billing/download-and-install-the-microsoft-authenticator-app-351498fc-850a-45da-b7b6-27e523b8702a

# **QUESTION 7**

You are a Microsoft Power Platform architect developing a solution for a car retailer. Your solution includes reference

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data that relates to car colors, car types, and car models. Automation has been developed and deployed to notify account

managers based on the car color, car make, and car model selected by potential buyers.

Notifications are failing to send to account managers due to different record identifiers between environments.

You need to update the reference data across all environments.

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

NOTE: Each correct selection is worth one point.

- A. Power Automate flows
- B. Logic Apps
- C. Configuration Migration tool
- D. Import Data Wizard
- E. Azure Data Factory

Correct Answer: AB

Dataflows are a self-service, cloud-based, data preparation technology that allows you to ingest, transform and load data into Common Data Service environments, Power BI workspaces or your organization\\'s Azure Data Lake Gen2 account. The Dataflow connector is available for:

1.

Logic Apps

2.

**Power Automate** 

3.

Power Apps

Incorrect:

Not C: The Configuration Migration tool enables you to move configuration data across environments and organizations. Configuration data is used to define custom functionality in customer engagement apps (Dynamics 365 Sales, Dynamics

365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), and is typically stored in custom entities. Configuration data is different from end user data (account, contacts,

and so on).

Reference: https://docs.microsoft.com/en-us/connectors/dataflows/

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#### **QUESTION 8**

**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

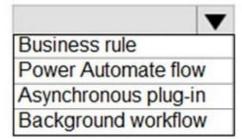
### Resolution Issue The process of downloading initial metadata for the app takes hours to Synchronize the mobile app. complete. Remove organization data filters. Reduce records included in the profile filter. Changes to users' security privileges are w not reflected in the mobile app. Synchronize the mobile app. Reduce records included in the profile filter. Remove reference to tables not included in mobile profile. Some account views are unavailable when the app is offline. Synchronize the mobile app. Reduce records included in the profile filter. Remove reference to tables not included in mobile profile. Contact data is not available when the app is offline. Reduce records included in the profile filter. Update mobile profile to include contact information. Remove reference to tables not included in mobile profile.



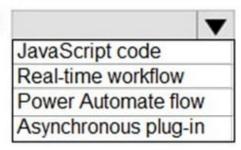
# Requirement

# Component

Allow users to change the status of a record only if a custom column named Reason is populated.



Prompt users to update each opportunity product record when an opportunity is won or lost.



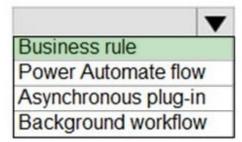
Box 1: Create and embed a Power Bi radial gauge A radial gauge chart has a circular arc and shows a single value that measures progress toward a goal or a Key Performance Indicator (KPI). The line (or needle) represents the goal or target value. The shading represents the progress toward that goal. The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



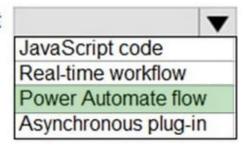
# Requirement

# Component

Allow users to change the status of a record only if a custom column named Reason is populated.



Prompt users to update each opportunity product record when an opportunity is won or lost.



In this example, you\\re a car retailer tracking the sales team\\rs 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

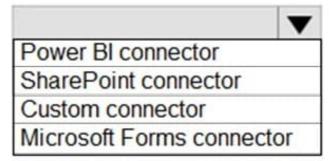
a customer, or other audits and assessments performed before, during, or after a work order.

Example:

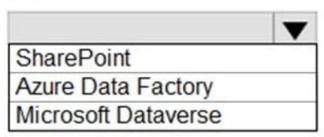
# Data source

# Connector type

# Third-party marketing system



# Microsoft Dataverse environment



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 9**

A company plans to use Power BI.

The company plans to share reports indefinitely with a specific set of users.

You need to recommend a solution.

Which solution should you recommend?

- A. Embed code by using the website or portal option.
- B. Share by using a link.
- C. Share directly with the users.
- D. Embed code by using the Publish to web option.



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Reference: https://learn.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

#### **QUESTION 10**

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

1.

Include curriculum and student management capabilities.

2.

Conform to on-going Microsoft platform upgrades.

3.

Minimize custom coding and configuration.

You need to recommend a solution.

What should you recommend?

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

Correct Answer: C

Key capabilities of Power Apps portals include:

Quickly build secure, functional websites to interact with Dataverse with no coding required. Track customer interactions across all channels and view them in a custom Power Apps or a Dynamics 365 app.

Note: Power Apps portals capabilities

Power Apps portals are built on top of Dataverse. This architecture comes with a major benefit. All the differentiating features of Dataverse are the features of Power Apps portals as well, including:

1.

Centralized administration, management, and monitoring

2.

Rich metadata and Common Data Model

3.

Comprehensive security and audit



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4.

Declarative forms and views

5.

Business logic, validation, and process automation

6.

Dataverse extensibility and integration with other services

Power Apps portals deliver a complete content management system out of the box, with all content stored in Dataverse. As a result, content can be edited through the Power Apps portals Studio and also directly by using the Portal Management app. Reference: https://learn.microsoft.com/en-us/training/modules/intro-portals/1-introduction

#### **QUESTION 11**

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

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

Correct Answer: A

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 and 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 12**

You design integration with an external data source that uses sequential integer values as primary keys for the records contained in it. Data synchronization will occur in Microsoft Dataverse so users can access data.

Data within Microsoft Dataverse must be accurate against the data in the external data source.



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You need to ensure that the data from the external data source does not create duplicated rows in Microsoft Dataverse.

Which two features should you use?

Each correct answer presents part of the solution.

- A. Webhook
- B. Change tracking
- C. Duplicate detection rules
- D. Upsert method
- E. Alternate key

Correct Answer: CE

Reference: https://learn.microsoft.com/en-us/power-apps/developer/data-platform/use-upsert-insert-update-record https://powerusers.microsoft.com/t5/Microsoft-Dataverse/Question-regarding-Power-Query-and-CDS/m-p/599566#M5825 https://learn.microsoft.com/en-us/power-platform/admin/detect-duplicate-records

#### **QUESTION 13**

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

You need to recommend a data-loading solution.

What should you recommend?

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

Correct Answer: A

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

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

in the template to avoid issues during the import.

Note:

Step 1: Download an Excel template

To avoid mapping issue, it\\'s recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don\\'t add or modify



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columns in the template to avoid issues during the import process.

Step 2: Import your data

Use the template that you downloaded in the previous step (modified with your data) and import the file to your app.

Reference:

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

#### **QUESTION 14**

#### **HOTSPOT**

A company uses Dynamics 365 Sales and Power BI.

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

1.

Notify the sales managers when an Opportunity changes sales stage.

2.

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

3.

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

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

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

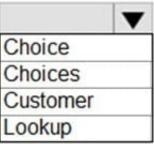
NOTE: Each correct selection is worth one point.

Hot Area:

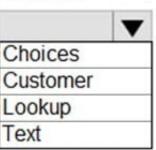
# Requirement

Data type

Capture information about the technician assigned to each service appointment.



Select the tools that the technician must bring to an appointment.





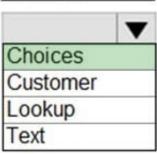
# Requirement

# Data type

Capture information about the technician assigned to each service appointment.



Select the tools that the technician must bring to an appointment.



Box 1: Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft 365 Outlook connector

Use Microsoft Dataverse as the data source.

While Power Automate is a robust tool with ever-expanding capabilities, it also handles simple tasks with grace. A universal business need for many organizations is the ability to automate email notifications based on certain criteria: an

opportunity is won, send an email to the sales manager; a case is closed, send an email to the customer; a work order is completed, send an email to the customer.

Power Automate can easily accommodate this using the Microsoft 365 Outlook connector.

Box 2: Microsoft Power Automate, Power Bi data alerts, and Microsoft 365 connector

Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.

Box 3: Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Reference:

https://www.velosio.com/blog/2021/01/27/tracking-emails-the-right-way-with-power-automate/

https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts



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#### **QUESTION 15**

You are designing a Microsoft Power Platform solution that will include multiple applications.

You have the following requirements:

Support agents managing cases.

Project managers reviewing and updating their projects.

Stock managers managing warehouses.

New site visitors self-registering.

Employees tracking time entries.

Which three requirements can you meet by implementing role-based applications? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. New site visitors self-registering.
- B. Support agents managing cases.
- C. Stock managers managing warehouses.
- D. Staff tracking time entries.
- E. Staff tracking time entries.

Correct Answer: BCE

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