

Microsoft

Exam Questions PL-600

Microsoft Power Platform Solution Architect



NEW QUESTION 1

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 2

You are designing a Power Platform solution.

The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.

You need to recommend a technology that meets these requirements.

Which technology would you recommend the developers adopt to assist the implementation team?

- A. JavaScript
- B. Power Apps Component Framework control
- C. Web resource
- D. Canvas app

Answer: B

Explanation:

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps (public preview) to provide enhanced user experience for the users to work with data on forms, views, and dashboards.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

NEW QUESTION 3

A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:

Provide customers with an online portal where they can submit and review cases.

Ensure that customers can chat online with a customer service representative at any time. Route chats to customer service representatives based on skill and availability.

You need to recommend a solution to the company.

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

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Virtual Agents chatbots
- B. Customer self-service portal
- C. Dynamics 365 Field Service
- D. Business process flows
- E. Omnichannel for Customer Service

Answer: BDE

Explanation:

B: 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).

E: 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.

Incorrect Answers:

A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.

C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.

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>

NEW QUESTION 4

DRAG DROP

You need to recommend methods for assigning security to each group of users. The customer provides the following requirements:

Customers need the ability to submit a case through an online portal. Portal must handle 75 concurrent users submitting cases.

Service data must be retained for at least six years.

You need to determine which requirements are functional or non-functional.

Which requirements are functional or non-functional? To answer, drag the appropriate types to the correct requirements. Each type 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

Types	Requirement	Type
Functional	Customers need the ability to submit a case through an online portal.	
Non-functional	Portal must handle 75 current users submitting cases.	
	Service data must be retained for at least six years.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Functional

Functional requirements describe what the solution needs to do or its behaviors.

Box 2: Non-functional

Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 3: Non-functional

Examples of common non-functional requirement types include: Availability

Compliance/regulatory Data retention/residency

Performance (response time, and so on) Privacy

Recovery time Security Scalability

Reference: <https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements> <https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements>

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

DRAG DROP

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

Power Platform storage capacity must remain under 100 percent.

Customer service representatives must be sent an email when they are assigned a case.

Help desk technicians must be shown an error message when they try to delete a task row.

The plug-in pass rate must remain over 99 percent for the production environment.

You need determine if the requirements are functional or non-functional.
Which requirement type should you use? To answer, drag the appropriate requirement types to the correct requirements. Each requirement type 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 types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	
Functional	Customer Service representatives must be sent an email when they are assigned a case.	
Non-functional	Help desk technicians must be shown an error message when they try to delete a task row.	
	The plug-in pass rate must remain over 99 percent for the production environment.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Non-functional
Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.
Box 2: Functional
Functional requirements describe what the solution needs to do or its behaviors. Box 3: Functional
Box 4: Non-functional
Examples of common non-functional requirement types include: Availability
Compliance/regulatory
Data retention/residency
Performance (response time, and so on) Privacy
Recovery time Security Scalability
Reference: <https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements> <https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements>

NEW QUESTION 7

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.	☐	☐
Use AI to process forms and automate data entry from paper-based forms.	☐	☐

- 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 8

DRAG DROP

You need to recommend the appropriate messaging channel solutions for the organization.

What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option 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.

[MISSING]

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Omnichannel for Customer Service dashboard

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

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.

If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.

Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service

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

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

NEW QUESTION 9

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 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.	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.

- 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 14

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.

Student

Enrollment

one-to-many
- B.

Student

Course

many-to-many
- C.

Student

Course

one-to-many
- D.

Student

Course

many-to-one

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 17

HOTSPOT
A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook. The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.
The company needs the following custom table relationships defined:
Associate educators with a list of their professional qualifications. Assign a primary educator to each course that is held.

Collect information about every course that is held.
 You need to determine the type of relationship that best fits the requirement.
 Which type of table relationship should you use? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Relationship
Educators must be associated with their qualifications.	▼ Many-to-many relationship that uses a system generated table Many-to-many relationship that uses a custom table One-to-many relationship
When a course is held there must be a primary educator assigned.	▼ Many-to-many relationship that uses a system generated table Many-to-many relationship that uses a custom table One-to-many relationship
When a course is held, the company needs to collect information on that session.	▼ Many-to-many relationship that uses a system generated table Many-to-many relationship that uses a custom table One-to-many relationship

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
 Box 1: One-to-many relationship
 Each educator can have 0, 1, or many qualifications
 Box 2: One-to-many relationship
 Each educator can be the primary educator for 0, 1 or many cources. Box 3: Many-to-many relationship that uses a custom table.
 Note: 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.
 Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships>

NEW QUESTION 18

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: Notify the sales managers when an Opportunity changes sales stage.
 Notify the sales managers when the pipeline drops below 2.5M USD.
 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:

Answer Area

Notify the sales manager when an Opportunity changes sales stage.	▼ Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users Microsoft Power Automate, data alerts, and Microsoft Office 365 connector
Notify the sales managers when the pipeline drops below 2.5 USD.	▼ Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.	▼ Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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>

NEW QUESTION 22

A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours. You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

Which two options should you recommend? Each answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Consolidate asynchronous workflow into a single real-time workflow.
- B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.
- C. Implement a business process flow to replace the existing workflows.
- D. Convert the asynchronous workflows to a synchronous plug-in.

Answer: AB

NEW QUESTION 26

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 31

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 34
HOTSPOT

You are supporting the go-live process for a company. The company is responsible for migrating data to the Power Platform by using a custom solution. The company reports the following issues:
Migration processes fail due to operation timeouts. Records that include lookup columns often fail to load.
You need to recommend a solution.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	Increase multithreading and/or batch size settings. Decrease multithreading and/or batch size settings. Ensure you are loading data into all tables at the same time. Ensure you are loading data into tables in a particular order.
Records that include lookup columns often fail to load.	Increase multithreading and/or batch size settings. Decrease multithreading and/or batch size settings. Ensure you are loading data into all tables at the same time. Ensure you are loading data into tables in a specific order.

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Box 1: Increase multithreading and/or batch size settings
Box 2: Ensure you are loading data in a specific order.
Load the base tables in the hierarchies first.

Testlet 2 Case study

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

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

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

To start the case study

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

Background

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

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

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

Current environment

Existing systems and processes

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

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

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

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

Client company visits

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

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

Requirements General

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

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

Client company visits

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

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

Worker access
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters. The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

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

Security
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users. Worker records must only be viewed by the recruiting office that the worker visits.
Worker 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 37

DRAG DROP

You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct tables. Each type 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

Types	Table	Type
Custom table	Luggage	
Virtual table	Passenger	
Activity table		
Custom activity table		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Luggage: Custom activity table
An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.
Passenger: Customer table
The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior

service to the customers. A customer address table is used to store address and shipping information for a customer.

Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

Incorrect Answers:

.. A virtual table is a custom table in 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 dynamically at runtime, such as an Azure SQL Database.

NEW QUESTION 39

You need to recommend an authentication solution for the planned implementation of Dynamics 365. What should you include in the recommendation?

- A. Use synchronized identities.
- B. Use the Office 365 tenant for Dynamics 365 Customer Service.
- C. Create a new tenant for Dynamics 365 Customer Service.
- D. Use federated identities

Answer: A

Explanation:

Scenario: Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.

Synchronized identity. Synchronize on-premises directory objects with Microsoft 365 and manage your users on-premises. You can also synchronize passwords so that the users have the same password on-premises and in the cloud, but they will have to sign in again to use Microsoft 365.

Incorrect Answers:

D: The benefit of federation is a single sign-on experience across Dynamics 365 Customer Engagement (on-premises) and Dynamics 365 Customer Engagement (on-premises) systems. This type of identity management is useful for large corporations that have hundreds or thousands of established users.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/manage-user-account-synchronization>

NEW QUESTION 44

HOTSPOT

You need to recommend solutions to meet the integration requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Schedule board

Note: The Dynamics 365 Field Service schedule board provides an overview of resource availability and bookings you can make.

When you're looking at the schedule board for the current day, you'll see a blue line that indicates the current time of day. You can also see a picture of all the resources listed on the schedule board. To quickly view contact information for a resource, hover over their name to view the contact card.



Box 2: Azure IoT Central connector

Azure IoT Central makes it easy to connect, monitor, and manage your IoT devices at scale. With the IoT Central V3 connector, you can trigger workflows when a rule has fired, and take actions by executing commands, updating properties, getting telemetry from devices, and more. Use this connector with your Azure IoT Central V3 application.

This connector is available in the following products and regions:

Service	Class	Regions
Logic Apps	Standard	All Logic Apps regions  except the following: - Azure Government regions - Azure China regions
Power Automate	Premium	All Power Automate regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet
Power Apps	Premium	All Power Apps regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>
<https://docs.microsoft.com/en-us/azure/iot-hub/about-iot-hub>

NEW QUESTION 47

HOTSPOT

You need to design the quality inspection order data model.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	▼ Use a virtual table. Import to a custom table. Create a lookup to Dynamics 365 Field Service.
Configure the relationship between inspection orders and inspection ratings.	▼ Create a one-to-many relationship and set the behavior to Parental. Create a many-to-many relationship and set the behavior to Parental. Create a one-to-many relationship and set the behavior to Cascade None. Create a many-to-many relationship and set the behavior to Cascade None.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Create a lookup to Dynamics 365 Field Service
Scenario: Machines are assigned serial numbers and placed in stock until they are shipped to customers.
Entity lookup: Allows technicians to choose a Dynamics 365 record. In the inspection designer interface, admins must select an entity and a field to display. For a chosen entity, the Name field and mandatory fields are the entity attributes that can be displayed in the lookup.
Box 2: Create a one-to-many relationship and set the behavior to Parental Scenario: Inspection orders must:
Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated. Be automatically marked as failed if one inspection step rating is marked as failed.
Each inspection order can have one or many inspection steps, and each inspection step has a rating.
Note: Each pair of tables that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet usually only one of those relationships can be considered a parental table relationship.
Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/inspections> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships>

NEW QUESTION 51

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