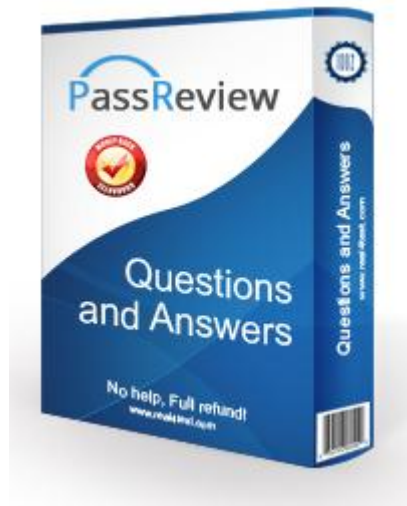


# PassReview



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**Exam** : **PL-600**

**Title** : Microsoft Power Platform  
Solution Architect

**Vendor** : Microsoft

**Version** : DEMO

**NO.1** You need to investigate the canvas app functionality issues.

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

NOTE: Each correct selection is worth one point.

- A. App checker
- B. Errors function
- C. Solution checker
- D. Power Platform admin center

**Answer:** A C

Explanation:

Scenario: The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.

C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

Reference:

<https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/>

Topic 1, First Up Consulting

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 recruit's 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 or 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.

**NO.2** 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:** B C

Explanation:

Scenario:

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.

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>

**NO.3** A company plans to import 2.5 million data rows into Microsoft Dataverse during a go-live process. The import job will run as a single import job. You run a test on the import and observe that some of the rows did not import. You need to identify which rows did not import. Which tool should you use?

**A.** Power Automate

**B.** Azure Service Bus

**C.** Azure Data Factory

**D.** Azure Event Grid

**Answer: A**

**NO.4** You need to recommend methods for assigning security to each group of users.

What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method 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.

| Methods                                    | Answer Area                        |        |
|--|------------------------------------|--------|
|  | Group of users                     | Method |
| Dataverse Application User                 | Full-time employees                | Method |
| Power Platform Local Business Owner Team   | Automation                         | Method |
| Azure Active Directory B2B Guest Access    | Corporate governance auditing team | Method |
| Azure Active Directory Security Group Team |                                    |        |

**Answer:**

| Methods                                    | Answer Area                        |  |
|--|------------------------------------|--|
|  | Group of users                     | Method                                     |
| Dataverse Application User                 | Full-time employees                | Power Platform Local Business Owner Team   |
| Power Platform Local Business Owner Team   | Automation                         | Azure Active Directory Security Group Team |
| Azure Active Directory B2B Guest Access    | Corporate governance auditing team | Azure Active Directory B2B Guest Access    |
| Azure Active Directory Security Group Team |                                    |  |

Explanation:

| Group of users                     | Method                                     |
|------------------------------------|--|
| Full-time employees                | Power Platform Local Business Owner Team   |
| Automation                         | Azure Active Directory Security Group Team |
| Corporate governance auditing team | Azure Active Directory B2B Guest Access    |

Box 1: Power Platform Local Business Owner Team

Owner team: An owner team owns records and has security roles assigned to the team. A user ' s privileges can come from their individual security roles, those of the teams that they ' re part of or the ones they inherit.

A team has full access rights on the records that the team owns. Team members are added manually to the owner team.

Scenario: Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team

can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: 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.

Reference:

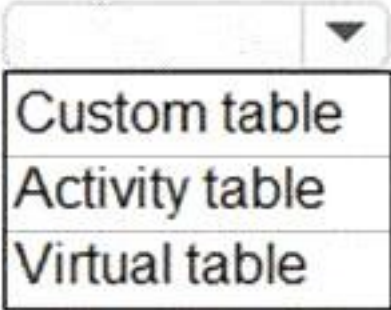
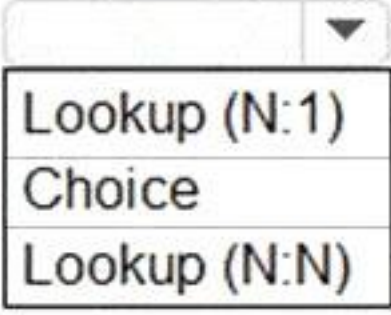
<https://docs.microsoft.com/en-us/power-platform/admin/manage-group-teams>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/user-properties>

**NO.5** You need to design tables for the solution.

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

NOTE: Each correct selection is worth one point.

| Data type                 | Technical solution   |
|---------------------------|--|
| Job placement record      |  <ul style="list-style-type: none"><li>Custom table</li><li>Activity table</li><li>Virtual table</li></ul> |
| Security clearance record |  <ul style="list-style-type: none"><li>Lookup (N:1)</li><li>Choice</li><li>Lookup (N:N)</li></ul>          |

**Answer:**

**Data type**

**Technical solution**

Job placement record

▼

|                |
|----------------|
| Custom table   |
| Activity table |
| Virtual table  |

Security clearance record

▼

|              |
|--------------|
| Lookup (N:1) |
| Choice       |
| Lookup (N:N) |

Explanation:

**Data type**

**Technical solution**

Job placement record

▼

|                |
|----------------|
| Custom table   |
| Activity table |
| Virtual table  |

Security clearance record

▼

|              |
|--------------|
| Lookup (N:1) |
| Choice       |
| Lookup (N:N) |

### Box 1: Virtual Table

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.

Scenario:

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.

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

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.

### Box 2: Lookup (N:1)

Each worker can have many security clearances, so need a 1:N relationship.

Scenario: The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.

Reference:

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

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

**NO.6** 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

**Answer:** A C

Explanation:

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>

**NO.7** 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.

| Messaging options                          | User type             | Messaging option |
|--|-----------------------|------------------|
| Power Apps portals                         | Worker support agents |                  |
| Dynamics 365 Customer Service              | Patients              |                  |
| Omnichannel for Customer Service dashboard |                       |                  |

**Answer:**

| Messaging options                          | User type             | Messaging option                           |
|--|-----------------------|--|
| Power Apps portals                         | Worker support agents | Omnichannel for Customer Service dashboard |
| Dynamics 365 Customer Service              | Patients              | Dynamics 365 Customer Service              |
| Omnichannel for Customer Service dashboard |                       |  |

Explanation:

| User type             | Messaging option                           |
|-----------------------|--|
| Worker support agents | Omnichannel for Customer Service dashboard |
| Patients              | Dynamics 365 Customer Service              |

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>

**NO.8** 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.

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

**Answer:**

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

Explanation:

| Group of users     | Technology                   |
|--------------------|------------------------------|
| First Up employees | Microsoft Teams              |
| Workers            | Microsoft 365 Business Voice |

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>

**NO.9** You need to recommend technology for accessing historical job placement data.

What should you recommend?

**A.** Power Virtual Agents chatbots

**B.** Virtual tables

**C.** Power BI

**D.** Power Automate flows

**Answer:** B

Explanation:

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.

Scenario:

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.

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

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.

Reference:

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

**NO.10** You need to recommend methods to resolve the organization's issues.

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

NOTE: Each correct selection is worth one point.

**Issue**

**Resolution method**

Users cannot see Power BI reports.

- ▼
- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

Historical data does not appear in reports.

- ▼
- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

**Answer:**

**Issue**

**Resolution method**

Users cannot see Power BI reports.

- ▼
- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

Historical data does not appear in reports.

- ▼
- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

Explanation:

**Issue**

**Resolution method**

Users cannot see Power BI reports.

- ▼
- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

Historical data does not appear in reports.

- ▼
- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a " Permission required " message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

Go to the All or the Datasets + dataflows tab in your content list.

Select More options (...) next to a dataset, then select Manage permissions.

Select Add user.

Enter the full email addresses for individuals, distribution groups, or security groups.

Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn ' t in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-troubleshoot-sharing>

<https://docs.microsoft.com/en-us/power-bi/connect-data/service-gateway-onprem>

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

**NO.11** You need to recommend solutions for the organization's technical challenges.

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

NOTE: Each correct selection is worth one point.

| Requirement   | Solution   |
|---|--|
| Provide workers a self-service option for viewing personal and skills information.    | <div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">Power Automate</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">QnA Maker</div> <div style="padding: 2px 5px;">Azure Cognitive Services</div> </div>                             |
| Authenticate workers who use the self-service option for updating skills information. | <div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">Azure Active Directory B2B</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">Azure Active Directory B2C</div> <div style="padding: 2px 5px;">Dynamics 365 owner team</div> </div> |
| Plan routes for audit teams.  | <div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">Azure traffic routing</div> <div style="border-bottom: 1px solid black; padding: 2px 5px;">Address input component</div> <div style="padding: 2px 5px;">Dynamics 365 Field Service</div> </div>      |

**Answer:**

**Requirement**

**Solution**

Provide workers a self-service option for viewing personal and skills information.

▼

|                          |
|--------------------------|
| Power Automate           |
| QnA Maker                |
| Azure Cognitive Services |

Authenticate workers who use the self-service option for updating skills information.

▼

|                            |
|----------------------------|
| Azure Active Directory B2B |
| Azure Active Directory B2C |
| Dynamics 365 owner team    |

Plan routes for audit teams.

▼

|                            |
|----------------------------|
| Azure traffic routing      |
| Address input component    |
| Dynamics 365 Field Service |

Explanation:

**Requirement**

**Solution**

Provide workers a self-service option for viewing personal and skills information.

▼

|                          |
|--------------------------|
| Power Automate           |
| QnA Maker                |
| Azure Cognitive Services |

Authenticate workers who use the self-service option for updating skills information.

▼

|                            |
|----------------------------|
| Azure Active Directory B2B |
| Azure Active Directory B2C |
| Dynamics 365 owner team    |

Plan routes for audit teams.

▼

|                            |
|----------------------------|
| Azure traffic routing      |
| Address input component    |
| Dynamics 365 Field Service |

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your company ' s applications and services with guest users

from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don't have Azure AD or an IT department. A simple invitation and redemption process lets partners use their own credentials to access your company's resources.

Note, Scenario:

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.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or fully automated with Resource Scheduling Optimization. The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b>

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

**NO.12** You are performing a fit gap analysis for a bank based in the United States. The bank requires a solution to monitor and disclose all financial transactions where money laundering is suspected. You know that this requirement may not be feasible because banks and other financial institutions must adhere to established laws, rules, and guidelines. You need to verify the feasibility of the requirement.

- A. Requirement will be adopted in the solution
- B. Requirement is conflict-free from regulated industry
- C. Identified business process is feasible
- D. Requirement is lower priority than other business priorities

**Answer:** B

**NO.13** 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.

### 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    |   |

**Answer:**

### Scenario

### Relationship behavior

A worker transfers to a new client company.

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

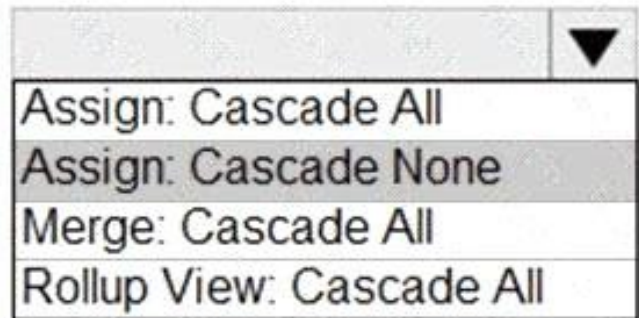
A user deletes a worker's job placement history.

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

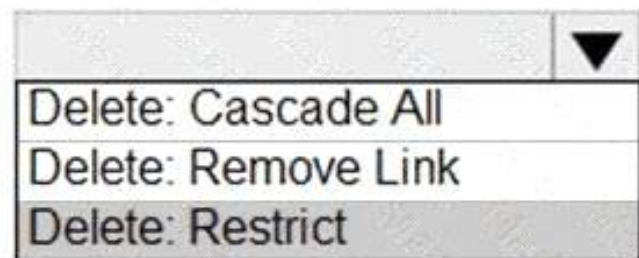
Explanation:

**Scenario****Relationship behavior**

A worker transfers to a new client company.



A user deletes a worker's job placement history.



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.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup>  
Topic 2, Relecloud

Case study

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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.

**NO.14** You need to recommend a feature that erases agent workloads and resolves reported issues. What should you recommend?

- A. Dynamics 365 Customer Service default functionality
- B. Microsoft AppSource
- C. Microsoft Store

**Answer:** A

Explanation:

Scenario: Agents need a way to track reservation issues.

Use Dynamics 365 Customer Service to:

Track customer issues through cases

Reference:

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

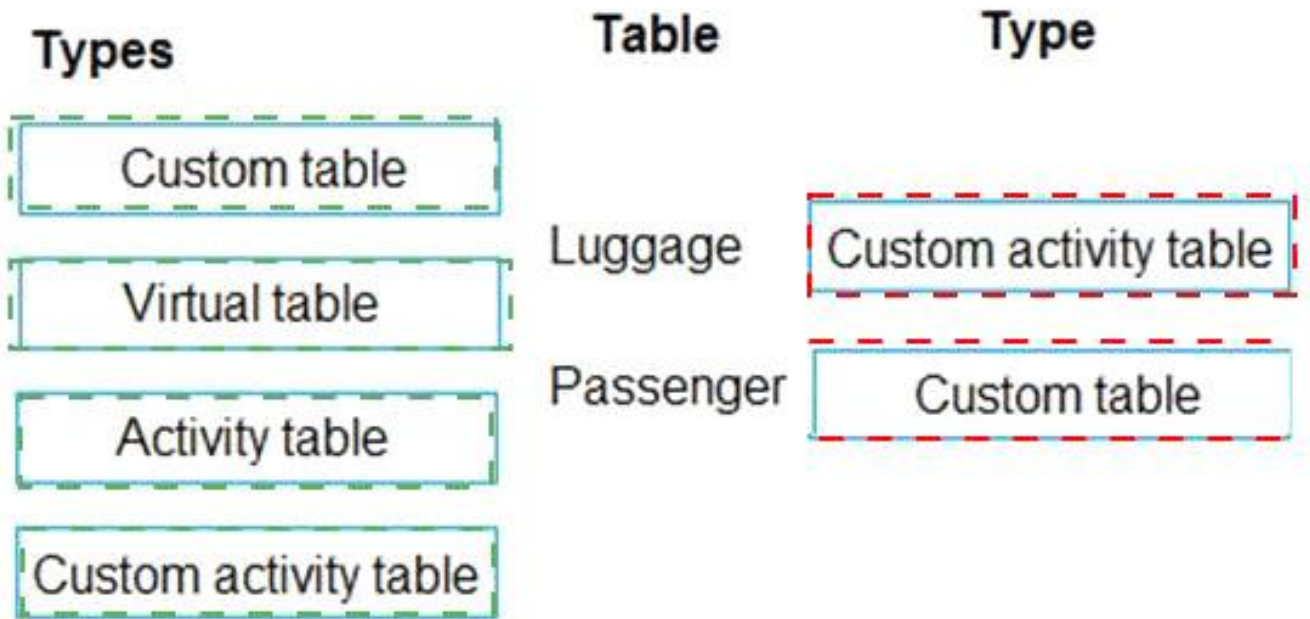
**NO.15** You need to recommend a solution for integrating luggage information.

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.

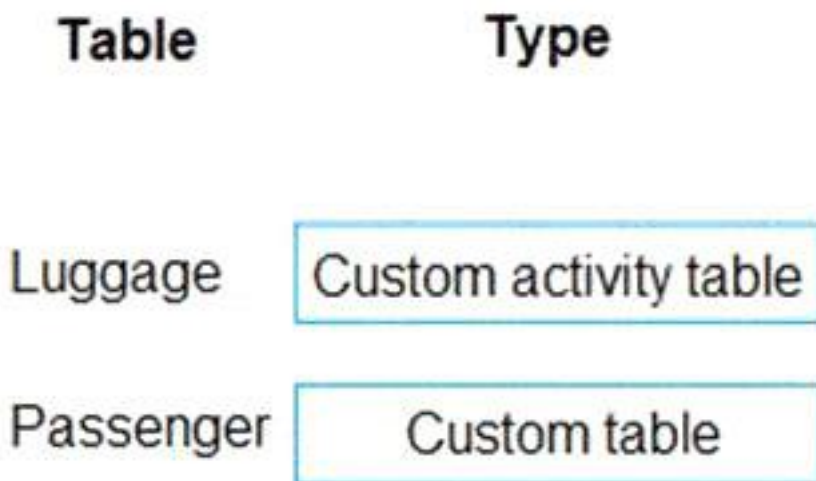
NOTE: Each correct selection is worth one point.

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

**Answer:**



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.

**NO.16** 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.

| Solutions          | Requirement                  | Solution |
|--------------------|------------------------------|----------|
| Field controls     | Phone number format          |          |
| Workflow           | Sections of Agents case form |          |
| Custom development |                              |          |

**Answer:**

| Solutions          | Requirement                  | Solution       |
|--------------------|------------------------------|----------------|
| Field controls     | Phone number format          | Field controls |
| Workflow           | Sections of Agents case form | Workflow       |
| Custom development |                              |                |

Explanation:

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.

**NO.17** You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for each job role
- B. one app for each user
- C. one app for all employees of the team
- D. one app for each team of employees

**Answer:** A

Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

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

**NO.18** You need to recommend a collaboration tool for each group.

Which tool should you use? To answer, select the appropriate tool in the answer area.

NOTE: Each correct selection is worth one point.

**Group**

**Tool**

Maintenance supervisors

|                   |   |
|-------------------|---|
|                   | ▼ |
| Microsoft Teams   |   |
| Notes             |   |
| Power Apps portal |   |
| Posts             |   |

Aircraft maintenance vendors

|                        |   |
|------------------------|---|
|                        | ▼ |
| Dynamics 365 Workspace |   |
| Notes                  |   |
| Power Apps portal      |   |
| Posts                  |   |

**Answer:**

**Group**

**Tool**

Maintenance supervisors

|                   |   |
|-------------------|---|
|                   | ▼ |
| Microsoft Teams   |   |
| Notes             |   |
| Power Apps portal |   |
| Posts             |   |

Aircraft maintenance vendors

|                        |   |
|------------------------|---|
|                        | ▼ |
| Dynamics 365 Workspace |   |
| Notes                  |   |
| Power Apps portal      |   |
| Posts                  |   |

Explanation:

Box 1: Microsoft Teams

Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors

must be able to communicate with the contracts team about contracts.

Box 2: Dynamics 365 Workspace

Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.

The Expense management mobile workspace lets users capture and upload a receipt, so that they can attach it to an expense report later.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-exp/expense-management-mobile-workspace>

**NO.19** You need to provide the IT specialists with design diagrams.

What should you provide?

**A.** Business process modeler (BPM) B AI Builder

**B.** Entity relationship diagram (ERD)

**C.** Dynamics 365 Product Visualize

**Answer:** C

Explanation:

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 & Quality Center (APOC) Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/bpm-overview>

**NO.20** 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:** B E F

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>

**NO.21** You need to recommend a solution for agents when working with customers to make reservations.

What should you recommend?

- A. task flows
- B. Business Process Flows
- C. workflows
- D. Power Automate

**Answer:** B

Explanation:

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.

Use business process flows to define a set of steps for people to follow to take them to a desired outcome.

With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.

Scenario:

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.

**NO.22** 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:** B

Explanation:

Scenario:

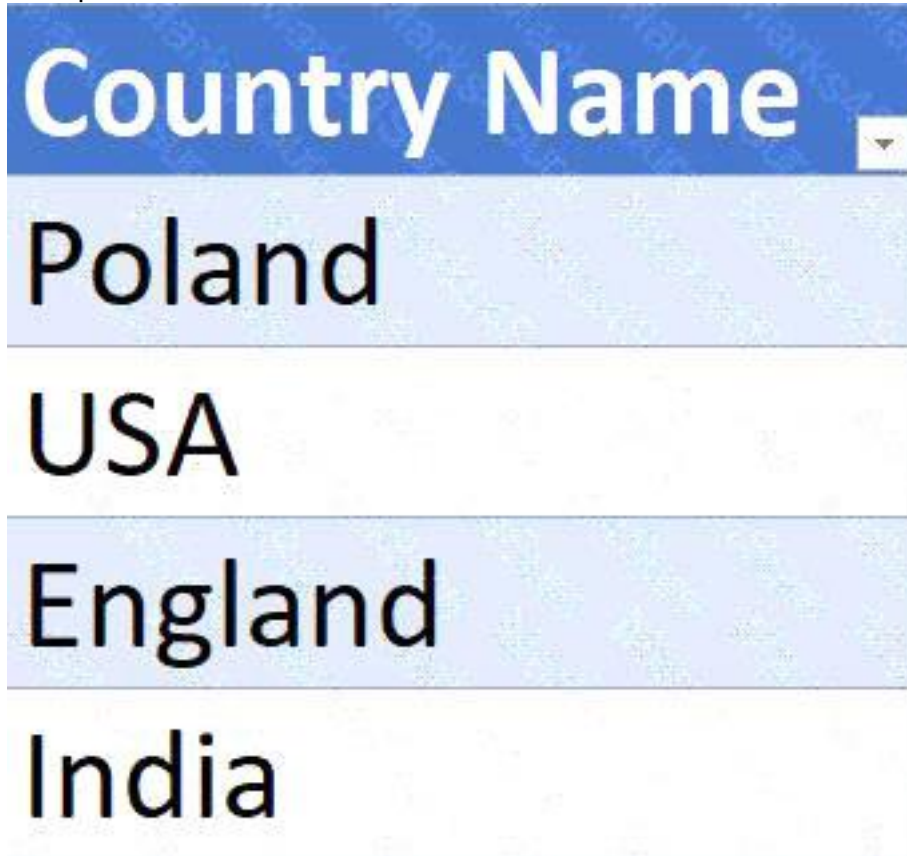
Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

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:



Reference:

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

**NO.23** You need to select an appropriate app for Relecloud.

Which app should you recommend?

- A. Dynamics 365 Field Service
- B. Dynamics 365 Sales
- C. Dynamics 365 Project Operations
- D. Dynamics 365 Customer Service

**Answer:** D

Explanation:

Microsoft Dynamics 365 Customer Service is a module for customer service automation that streamlines case and knowledge management, enables personalized customer service with a 360-degree customer view, and provides visibility into customer service department performance with dashboards and reports.

Reference:

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

**NO.24** 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.

Reference:

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

**NO.25** You need to recommend tools for agents and management.

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

NOTE: Each correct selection is worth one point.

**User type**

**Tool**

Agent

|                          |   |
|--------------------------|---|
|                          | ▼ |
| Power BI                 |   |
| Dashboard                |   |
| Microsoft Power Automate |   |
| Microsoft Power Apps     |   |

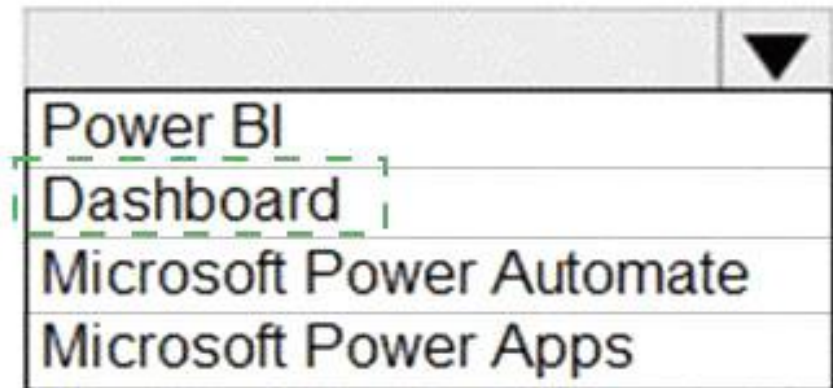
Management

|                          |   |
|--------------------------|---|
|                          | ▼ |
| Power BI                 |   |
| Microsoft Power Apps     |   |
| Microsoft AppSource      |   |
| Microsoft Power Automate |   |

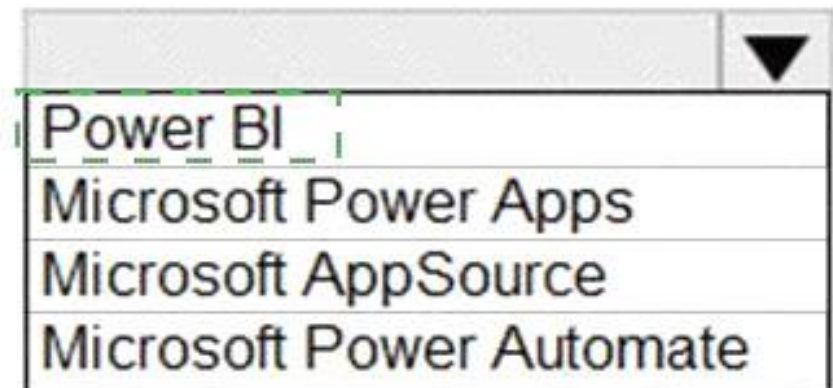
**Answer:**

**User type****Tool**

Agent



Management



Explanation:

Box 1: Dashboard

Agents need dashboards to show a current count of all reservations on the entity.

Box 2: Power BI

Management requires paginated reports for stakeholders.

Topic 3, Fabrikam, inc.

Case study

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#### 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.

Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

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.

**NO.26** You need to recommend a solution to collect the information required to meet reporting requirements.

What should you recommend?

**A.** Business process flow

**B.** Business rule

C. Business event

D. Business process modeler

**Answer:** A

Explanation:

Business rule can create business recommendations based on business intelligence.

Scenario: 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.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/define-create-business-rules/>