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Exam Code: PL-600  
Exam Name: Microsoft Power Platform Solution Architect

## 01 - Perform solution envisioning and requirement analyses

### QUESTION 1

A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to another employee who creates contacts or updates existing contacts.

You need to recommend a solution to automate the process.

What should you recommend?

- A. Excel Online Connector
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Marketing

**Correct Answer: B**

**Section:**

**Explanation:**

Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customer-based data from different sources. A classic scenario would be to merge data from customer service software, like Freshdesk, and online sales, such as Shopware, into one source for reporting and further data analysis.

Reference: <https://msdynamicsworld.com/story/microsoft-dynamics-365-customer-insights-overview>

### QUESTION 2

A company has a custom web-based solution that is hosted on Azure. You design a Power Platform solution to provide the company additional capabilities. You need to integrate the Power Platform solution with the web-based solution.

What should you recommend?

- A. Connection reference
- B. Custom connector
- C. Desktop flow
- D. Data gateway

**Correct Answer: B**

**Section:**

**Explanation:**

A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API. Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/create-custom-connector-power-platform/1-introduction>

### QUESTION 3

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.	

Correct Answer:

Answer Area

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

**Section:**  
**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>

**QUESTION 4**

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.	<input type="text"/>
<input type="text" value="Functional"/>	Customer Service representatives must be sent an email when they are assigned a case.	<input type="text"/>
<input type="text" value="Non-functional"/>	Help desk technicians must be shown an error message when they try to delete a task row.	<input type="text"/>
	The plug-in pass rate must remain over 99 percent for the production environment.	<input type="text"/>

Correct Answer:

## Answer Area

Requirement types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	Non-functional
Functional	Customer Service representatives must be sent an email when they are assigned a case.	Functional
Non-functional	Help desk technicians must be shown an error message when they try to delete a task row.	Functional
	The plug-in pass rate must remain over 99 percent for the production environment.	Non-functional

### Section:

#### 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>

### QUESTION 5

#### 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. ☐

Answer 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. ☒

Section:

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>

QUESTION 6

HOTSPOT

A multinational organization uses a single Power Platform environment. The instance hosts multiple customizations for different users in different regions.

Users in some regions complain about slow load time of the customizations.

You need to architect a solution based on the main requirement.

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

NOTE: Each correct selection is worth one point.



Hot Area:

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	<div><div></div><div>Single instance; use Microsoft Azure Traffic Manager where needed</div><div>Multi-tenant with one Power Platform environment in each region</div><div>Multiple instances in different regions; Power BI for reporting</div><div>Single multi-geo instance</div></div>
Regions have separate customers but use the same functionality and need global reporting.	<div><div></div><div>Multiple instances in different regions with data replication</div><div>Multi-tenant with one Power Platform environment in each region</div><div>Multiple instances in different regions; Power BI for reporting</div><div>Single multi-geo instance</div></div>
Regions have separate functionality and customers but need global reporting on data.	<div><div></div><div>Single instance; use Microsoft Azure Traffic Manager</div><div>Multi-tenant with one Power Platform environment in each region</div><div>Multiple instances in different regions; Power BI for reporting</div><div>Single multi-geo instance</div></div>

Answer Area:

## Answer Area

### Goal

Divisions actively collaborate on customers.

### Suggested solution

Single instance; use Microsoft Azure Traffic Manager where needed  
Multi-tenant with one Power Platform environment in each region  
Multiple instances in different regions; Power BI for reporting  
Single multi-geo instance

Regions have separate customers but use the same functionality and need global reporting.

Multiple instances in different regions with data replication  
Multi-tenant with one Power Platform environment in each region  
Multiple instances in different regions; Power BI for reporting  
Single multi-geo instance

Regions have separate functionality and customers but need global reporting on data.

Single instance; use Microsoft Azure Traffic Manager  
Multi-tenant with one Power Platform environment in each region  
Multiple instances in different regions; Power BI for reporting  
Single multi-geo instance

## Section:

### Explanation:

Box 1: Single multi-geo instance

Multi-Geo is a Power BI Premium feature that helps multinational customers address regional, industry-specific, or organizational data residency requirements. As a Power BI Premium customer, you can deploy content to datacenters in regions other than the home region of the Power BI tenant.

Box 2: Multiple instances in different regions; Power BI for reporting

Box 3: Single instance; use Microsoft Azure Traffic Manager where needed

Azure Traffic Manager is a DNS-based traffic load balancer. This service allows you to distribute traffic to your public facing applications across the global Azure regions. Traffic Manager also provides your public endpoints with high availability and quick responsiveness.

Reference:

<https://docs.microsoft.com/en-us/power-bi/admin/service-admin-premium-multi-geo>

<https://docs.microsoft.com/en-us/azure/traffic-manager/traffic-manager-overview>

## QUESTION 7

### HOTSPOT

A company reports the following issues with an existing data management system.

Users cannot search for specific records by using a user-friendly ID or record identifier.

Users occasionally enter data into fields that is not required.

The record form displays all fields. Many of the fields are not used.

You need to ensure that the Power Platform solution will ensure data quality can be properly maintained.

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



NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	<div><div></div><div><div>Business rule</div><div>Autonumber column</div><div>Business process flow</div><div>Duplicate detection rule</div></div></div>
You must prevent data entry into columns that do not require entry.	<div><div></div><div><div>Business rule</div><div>Real time workflow</div><div>Business process flow</div><div>Duplicate detection rule</div></div></div>

Answer Area:

## Answer Area

### Requirement

Ensure that users can search for specific records by using a unique identifier.

You must prevent data entry into columns that do not require entry.

### Solution

▼

Business rule

Autonumber column

Business process flow

Duplicate detection rule

▼

Business rule

Real time workflow

Business process flow

Duplicate detection rule

#### Section:

#### Explanation:

Box 1: Autonumber column

Autonumber columns are columns that automatically generate alphanumeric strings whenever they are created.

Box 2: Business rule

By combining conditions and actions, you can do any of the following with business rules:

Enable or disable columns

Set column values

Clear column values

Set column requirement levels

Show or hide columns

Validate data and show error messages

Create business recommendations based on business intelligence.

Reference:

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

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule>

#### QUESTION 8

#### DRAG DROP

A new customer asks you to design a solution for a Power Apps app that uses Microsoft Dataverse.

The customer wants to keep the service process simple and save on both licensing and development time.

You need to recommend solutions for the customer.

What should you recommend? To answer, drag the appropriate setting to the correct drop targets. Each source 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:

Solutions	Answer Area	
	Scenario	Solution
Canvas app	Show the app in Microsoft Outlook.	Solution
Model-driven app	Use Universal Resource Scheduling.	Solution
Dynamics 365 Customer Service	Take notes on a mobile phone and record GPS coordinates automatically.	Solution

Correct Answer:

Solutions	Answer Area	
	Scenario	Solution
	Show the app in Microsoft Outlook.	Model-driven app
	Use Universal Resource Scheduling.	Dynamics 365 Customer Service
	Take notes on a mobile phone and record GPS coordinates automatically.	Canvas app

**Section:**

**Explanation:**

Box 1: Model-drive app

Integration with Microsoft Outlook requires a Model-driven app.

Box 2: Dynamics 365 Customer Service

Schedule anything in Dynamics 365 using Universal Resource Scheduling. You can enable scheduling for any entity in Dynamics 365 Sales, Field Service, Customer Service, and Project Service Automation, including custom entities.

Box 3: Canvas app

Reference:

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

QUESTION 9

DRAG DROP

You are reviewing a list of business requirements submitted by a plumbing company.

The company has the following requirements:

Send articles to technicians to allow technicians to help customers resolve issues.

Track work progress and inspections at customer sites.

Schedule technicians for service appointments.

You need to recommend solutions to meet the customer’s requirements.

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

panes or scroll to view content.  
NOTE: Each correct selection is worth one point.

Select and Place:

Solutions	Answer Area	
	Business requirement	Solution
Dynamics 365 Field Service	Send articles to technicians to allow technicians to help customers resolve issues.	Solution
Dynamics 365 Customer Voice		
Dynamics 365 Customer Insights	Track work progress and inspections at customer sites.	Solution
	Schedule technicians for service appointments.	Solution

Correct Answer:

Solutions	Answer Area	
	Business requirement	Solution
Dynamics 365 Field Service	Send articles to technicians to allow technicians to help customers resolve issues.	Dynamics 365 Customer Insights
Dynamics 365 Customer Voice		
Dynamics 365 Customer Insights	Track work progress and inspections at customer sites.	Dynamics 365 Field Service
	Schedule technicians for service appointments.	Dynamics 365 Field Service

Section:

Explanation:

Box 1: Dynamics 365 Customer Insights  
Dynamics 365 Customer Insights is a part of Microsoft's customer data platform (CDP) that helps deliver personalized customer experiences. The platform's capabilities provide insights into who your customers are and how they engage with your platform. Unify customer data across multiple sources to get a single view of customers.

Box 2: Dynamics 365 Field Service  
Dynamics 365 Field Service helps to:

- Organize and track resolution of customer issues
- Keep customers updated with the status of their service call and when it's resolved

Note: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're onsite with customers fixing issues.

The Field Service application enables you to:

- Improve first-time fix rate
- Complete more service calls per technician per week
- Manage follow-up work and take advantage of upsell and cross sell opportunities
- Reduce travel time, mileage, and vehicle wear and tear
- Organize and track resolution of customer issues
- Communicate an accurate arrival time to customers

Provide accurate account and equipment history to the field technician

Keep customers updated with the status of their service call and when it's resolved

Schedule onsite visits when it's convenient for the customer

Avoid equipment downtime through preventative maintenance

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service: Schedule onsite visits when it's convenient for the customer.

Incorrect Answers:

Dynamic 365 Customer Voice empowers your organization to quickly collect and understand omnichannel feedback at scale to build better customer experiences.

Reference:

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

<https://dynamics.microsoft.com/en-us/customer-voice/capabilities>

#### QUESTION 10

You are designing a self-service portal for a company.

The portal must meet the following requirements:

Customers must be able to submit and review cases.

Customers must be able to chat with service representatives in near real time.

Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns. You need to recommend solutions for the company that do not require custom development.

Which three apps or services should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

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

**Correct Answer: B, C, E**

**Section:**

**Explanation:**

B: Use Dynamics 365 Customer Service to:

Track customer issues through cases

Record all interactions related to a case

Share information in the knowledge base

Create queues and route cases to the right channels

C: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.

E: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback. Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates> <https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

#### QUESTION 11



You are designing a Power Platform solution.

The company wants its development team to create an interactive slider visualization to indicate and filter timeframe data that can be used across all of its apps that can be styled and manipulated by using code. You need to recommend a technology that meets these requirements.

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

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

**Correct Answer: B**

**Section:**

**Explanation:**

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps. These code components can be used to enhance the user experience for users working with data on forms, views, dashboards, and canvas app screens. For example, you can:

Replace a column on a form that displays a numeric text value with a dial or slider code component.

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

#### QUESTION 12

You are designing a Power Platform solution for a company. The company issues each employee a tablet device. The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:

Users must have a visual guide to know which data to enter in each step of the opportunity management process. The system must automatically assign the opportunity to a manager for approval once all data is entered. The system must notify an assignee each time an opportunity is assigned to them by using push notifications. When a user selects a push notification, the associated opportunity must display. You need to recommend the Power Platform components that will meet their requirements.

Which three Power Platform components should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Business process flows
- B. Power Apps mobile apps
- C. Power Virtual Agents chatbots
- D. Power Automate desktop flows
- E. Power Automate cloud flows

**Correct Answer: A, B, E**

**Section:**

**Explanation:**

A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process. B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for Power Apps mobile by using the Power Apps Notification connector. You can send notifications to any app that you create in Power Apps.

E: Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule. Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Reference: <https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview> <https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification>

#### QUESTION 13

A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

Track opportunities and reasons for the win or loss of opportunities in the context of other related data. Display data to users as charts and tables and provide drill-through capabilities. You need to recommend a Power Platform tool to help the client visualize the data.

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

NOTE: Each correct selection is worth one point.

- A. Power BI

- B. Power Automate
- C. Power Virtual Agents
- D. Power Apps

**Correct Answer: A, D**

**Section:**

**Explanation:**

A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. It is part of the Microsoft Power Platform.

D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service (<https://powerbi.com>) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.

Reference: <https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps>

#### QUESTION 14

A company uses two separate unlinked apps to manage sales leads; a Power Apps app and a third-party application.

The client has the following requirements:

Manage all leads by using the Power Apps app.

Create a lead in the Power Apps app when a user creates a lead in the third-party application.

Update leads in the Power Apps app when a user updates a lead in the third-party application. Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application.

Which three options can you use to achieve the goal? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dual-write
- B. Custom connector
- C. Dataflow
- D. Power Automate cloud flow
- E. Dataverse connector

**Correct Answer: A, D, E**

**Section:**

**Explanation:**

A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.

D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Dataverse connector enables calling Custom APIs actions in Power Automate.

E: Dataverse provides access to the environment database on the Microsoft Dataverse Service. It is available for Logic Apps, Power Automate, and Power Apps.

Reference:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-write-link-common-data-service-apps>

<https://docs.microsoft.com/en-us/connectors/commondataservice/>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api>

#### QUESTION 15

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

**Correct Answer: D**

**Section:**

**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>

#### QUESTION 16

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

**Correct Answer: B**

**Section:**

**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>

#### QUESTION 17

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

**Correct Answer: B, D, E**

**Section:**

**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>

#### QUESTION 18

A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.

The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales. You need to design the security to avoid sensitive data from being seen.

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

NOTE: Each correct selection is worth one point.

- A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
- B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.
- C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.
- D. Share Power BI dashboards only with users who are supported to see this data.

**Correct Answer: A, B**

**Section:**

**Explanation:**

A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.

B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to export or print reports.

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

#### QUESTION 19

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

**Correct Answer: B, D**

**Section:**

**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>

#### QUESTION 20

You are designing a Power Platform solution.

You need to identify the non-functional requirements for the organization.

Which three non-functional requirements should you identify? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. business rules to identify top customers
- B. customer maintenance procedures
- C. usability of business process flows
- D. time-to-load forms
- E. solution regulatory compliance

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

Non-functional requirements capture the elements that users might not directly care about but are important to support the proposed architecture and operational viability of the solution. Non-functional requirements often influence user adoption and perceived satisfaction with the solution.

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/4-non-functional-requirements>

#### QUESTION 21

DRAG DROP

You are designing a business strategy for a client who has a Power Platform solution.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

**Select and Place:**

## Actions

## Answer Area

If the second call is successful,  
the application continues normally.

The application makes a service call  
to the datacenter.

The application receives an exception  
after attempting the service call.

The application automatically tries  
the call again.

The application redirects calls to  
an on-premises server.



Correct Answer:

## Actions

## Answer Area

The application makes a service call  
to the datacenter.

The application receives an exception  
after attempting the service call.

The application redirects calls to  
an on-premises server.

If the second call is successful,  
the application continues normally.



The application automatically tries  
the call again.

Section:

Explanation:

### QUESTION 22

HOTSPOT

You are designing a Power Platform solution for a company that provides in-home appliance maintenance. When a customer schedules a service appointment, a dispatcher assigns one technician for a specific time and

location.

The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

You need to recommend the data type for the captured information.

Which data type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Data type
Capture information about the technician assigned to each service appointment.	<div><div></div><div>▼</div><div>Choice</div><div>Choices</div><div>Customer</div><div>Lookup</div></div>
Select the tools that the technician must bring to an appointment.	<div><div></div><div>▼</div><div>Choices</div><div>Customer</div><div>Lookup</div><div>Text</div></div>

Answer Area:

Requirement	Data type
Capture information about the technician assigned to each service appointment.	<div>▼</div> <div>Choice</div> <div>Choices</div> <div>Customer</div> <div>Lookup</div>
Select the tools that the technician must bring to an appointment.	<div>▼</div> <div>Choices</div> <div>Customer</div> <div>Lookup</div> <div>Text</div>

#### Section:

#### Explanation:

Box 1: Choice

Like Choices below, but can only select one of the option.

Incorrect Answers:

Customer: A lookup column that you can use to specify a customer, which can be an account or contact. Lookup: Data in one table often relates to data in another table. For example, you might have a Teachers table and a Class table, and the Class table might have a lookup relation to the Teachers table to show which teacher teaches the class. You can use a lookup column to show data from the Teachers table. This is commonly referred to as a lookup column. The LookUp function finds the first record in a table that satisfies a formula. Use LookUp to find a single record that matches one or more criteria. For both, the formula is evaluated for each record of the table

Box 2: Choices

You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields>

#### QUESTION 23

##### HOTSPOT

An animal welfare organization wants to track the movement of wolf packs in a region. Cameras at specific locations capture images when motion is detected within the camera sensor range. Staff upload the images manually to a shared drive and then analyze the images.

The organization wants to automate image capture and analysis. The organization has the following requirements:

Save captured images in an appropriate location.

Analyze saved images by using an image recognition process.

Display data in real-time dashboards.



You need to recommend the correct technology for the 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	Technology option
Save captured images in an appropriate location.	<div><div></div><div>Business process flow</div><div>Desktop flow</div><div>Instant cloud flow</div><div>Automated cloud flow</div></div>
Analyze saved images by using an image recognition process.	<div><div></div><div>Instant cloud flow and AI Builder</div><div>Automated cloud flow and AI Builder</div><div>Desktop flow and AI Builder</div></div>
Display data in real-time dashboards.	<div><div></div><div>Dynamics 365 interactive experience dashboard</div><div>Model-driven app dashboard with native graphs</div><div>Model-driven app dashboard with Power BI</div></div>

Answer Area:

## Answer Area

### Requirement

### Technology option

Save captured images in an appropriate location.

▼

Business process flow

Desktop flow

Instant cloud flow

Automated cloud flow

Analyze saved images by using an image recognition process.

▼

Instant cloud flow and AI Builder

Automated cloud flow and AI Builder

Desktop flow and AI Builder

Display data in real-time dashboards.

▼

Dynamics 365 interactive experience dashboard

Model-driven app dashboard with native graphs

Model-driven app dashboard with Power BI

### Section:

### Explanation:

Box 1: Automated cloud flow.

Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule. Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Incorrect Answers:

Business process flows provide a guide for people to get work done.

Desktop flows are used to automate tasks on the Web or the desktop.

Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or SharePoint.

Box 2: Desktop flow and AI Builder

Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

Box 3: Model-driven app dashboard with Power BI

The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed.

Reference:

<https://docs.microsoft.com/en-us/power-automate/flow-types>

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/use-power-bi>

## Case study

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## 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 jobs and potential workers.

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

You must minimize development and administrative effort required to implement the solution.

### 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 skill 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.

**QUESTION 1**

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.

Select and Place:

Answer Area

Messaging options

Power Apps portals

Dynamics 365 Customer Service

Omnichannel for Customer Service dashboard

User type

Worker support agents

Workers

Messaging option

Correct Answer:

## Answer Area

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

### Section:

#### 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>

### QUESTION 2

#### DRAG DROP

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.

#### Select and Place:



## Answer Area

### Technologies

### Group of users

### Technology

Microsoft Teams

Power Apps portals

Microsoft 365 Business Voice

First Up employees

Workers

Correct Answer:

## Answer Area

### Technologies

### Group of users

### Technology

Power Apps portals

First Up employees

Workers

Microsoft Teams

Microsoft 365 Business Voice

### Section:

### Explanation:

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>

### QUESTION 3

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

**Correct Answer: B, C**

**Section:**

**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.

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](https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual)

#### QUESTION 4

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 app
- D. Dynamics 365 App for Outlook

**Correct Answer: A, B**

**Section:**

**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>

#### 03 - Perform solution envisioning and requirement analyses

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.

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.

### QUESTION 1

You need to provide the IT specialists with design diagrams.

What should you provide?

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

**Correct Answer: A**

**Section:**

**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 (APQC) Incorrect Answers:

D: Product Visualize is a powerful tool of Dynamics 365 that uses augmented reality to aid the sales process where sellers are able to show customers a product right from their sales workflow on a mobile device.

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

## QUESTION 2

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

**Correct Answer: B**

**Section:**

**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.

## QUESTION 3

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

**Correct Answer: D**

**Section:**

**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>

## QUESTION 4

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

**Correct Answer: A**

**Section:**

**Explanation:**

#### QUESTION 5

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

**Correct Answer: A**

**Section:**

**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>

#### QUESTION 6

You need to recommend a method for transferring machine information to Dynamics 365 Field Service.

What should you recommend?

- A. Microsoft Dataverse connector
- B. Dual-write
- C. Lifecycle Services

**Correct Answer: A**

**Section:**

**Explanation:**

Scenario: Information about each machine produced must be transferred to Dynamics 365 Field Service. Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-dynamics-crmonline>

#### 04 - Perform solution envisioning and requirement analyses

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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

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.

### QUESTION 1

You need to manage user access to the app.

Which two connection types should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Virtual table with a customer connector
- B. Office 365 Outlook connector
- C. Microsoft Dataverse connector
- D. Office 365 Users connector

**Correct Answer: C, D**

**Section:**

**Explanation:**

Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app. Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse using the same system user identities and credentials available in an Azure Active Directory based network. Scenario:

Users must be active employees of Fabrikam.

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.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-office365-users>

### QUESTION 2

You need to resolve the issue reported during testing.

What should you do?

- A. Create an image data type within the Inspection Order table.
- B. Create a relationship within the Inspection Order table to the originating inspection order.
- C. Create a Quick View form for the inspection order.

**Correct Answer: A**

**Section:**

**Explanation:**

Need to store the image in the table.

Scenario: The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

### QUESTION 3

You are designing a Microsoft Power Platform solution to help a company manage sales leads.

The solution has the following requirements:

Ensure that users follow a predefined sales process regardless of the device that employees use to access the app. Respond to sales events by using organization-defined best practices.

You need to recommend a component for the app.

What should you recommend?

- A. Power Automate cloud flow
- B. Business process flow
- C. Power Automate desktop flow
- D. Playbook

**Correct Answer: B**

**Section:**

**Explanation:**

You can help ensure that people enter data consistently and follow the same steps every time they work with a customer by creating a business process flow. For example, you might want to create a business process flow to have everyone handle customer service requests the same way, or to require that people get approval for an invoice before submitting an order. Business process flows use the same underlying technology as other processes, but the capabilities that they provide are very different from other features that use processes.

Reference: <https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview>

#### **QUESTION 4**

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

**Correct Answer: B**

**Section:**

**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 5**

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

**Correct Answer: A**

**Section:**

**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.

#### **01 - Architect a solution**

#### **QUESTION 1**

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

**Correct Answer: B**

**Section:**

**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>

## QUESTION 2

A company has a Power Platform environment that connects to a third-party marketing application.

The company reports that the data in the Power Platform lead table does not match data from the marketing application. Issues include:

The owner data in the lead table and the third-party application do not match.

The Topic column has more information than the related record from the marketing application.

There are differences in how telephone numbers are formatted.

You need to determine which processes are causing the issues.

Which three processes may be causing the differences observed? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Dataflow
- B. Business rule
- C. Classic workflow
- D. Power Automate cloud flow
- E. Duplicate detection rule

**Correct Answer: A, B, C**

**Section:**

**Explanation:**

A: With advanced data preparation available in Power Apps, you can create a collection of data called a dataflow, which you can then use to connect with business data from various sources, clean the data, transform it, and then load it to Microsoft Dataverse or your organization's Azure Data Lake Gen2 storage account.

B: By combining conditions and actions, you can do any of the following with business rules: Set column values Clear column values

Set column requirement levels

Show or hide columns

Enable or disable columns

Validate data and show error messages

Create business recommendations based on business intelligence.

C: Duplicate detection works by comparing generated match codes of existing records with each new record being created. These match codes are created as each new record is created. Therefore, there is potential for one or more duplicate records to be created if they are processed at the exact same moment. In addition to detecting duplicates as they are created, you should schedule duplicate detection jobs to check for other potential duplicate records.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-and-use-dataflows> <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/duplicaterule-entities>

QUESTION 3

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.	<div></div>
	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.
Records that include lookup columns often fail to load.	<div></div>
	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.

Answer 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.	

#### Section:

#### 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.

#### QUESTION 4

##### HOTSPOT

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

The solution must meet the following requirements:

Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication. An external system needs to send data to the company's Dynamics 365 Sales solution.

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

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

NOTE: Each correct selection is worth one point.

#### Hot Area:

## Answer Area

### Integration requirement

Have read-only visibility of data from an external Azure SQL database.

### Solutions

▼

Use virtual tables.
Use a custom plug-in.
Use Dynamics 365 Web API.
Use a web resource to display data.

External system sends data to Dynamics 365 Sales.

▼

Use a custom plug-in.
Use Dynamics 365 Web API.
Use a web resource to display data.

Answer Area:

## Answer Area

### Integration requirement

Have read-only visibility of data from an external Azure SQL database.

External system sends data to Dynamics 365 Sales.

### Solutions

Use virtual tables.

Use a custom plug-in.

Use Dynamics 365 Web API.

Use a web resource to display data.

Use a custom plug-in.

Use Dynamics 365 Web API.

Use a web resource to display data.

#### Section:

#### Explanation:

Box 1: Use Virtual tables

A virtual entity is a custom entity in Dynamics 365 Customer Engagement (on-premises) that has fields containing data from an external data source. Virtual entities appear in your app to users as regular entity records, but contain data that is sourced from an external database, such as an Azure SQL Database. Records based on virtual entities are available in all clients including custom clients developed using the Dynamics 365 Customer Engagement Web Services.

Box 2: Use Dynamics 365 Web API.

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

Reference:

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

#### QUESTION 5

##### HOTSPOT

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.

The company reports the following data quality issues with the existing solution:

Users often encounter a character limit when entering data.

The database includes multiple instances of duplicate records.

You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform 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
Users often encounter a character limit when entering data.	<div></div> <div>Define a data mask.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>
The database includes multiple instances of some records.	<div></div> <div>Define requirements for data entry.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>

Answer Area:

**Answer Area**

Issue	Solution
Users often encounter a character limit when entering data.	<div></div> <div>Define a data mask.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>
The database includes multiple instances of some records.	<div></div> <div>Define requirements for data entry.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>

**Section:**

**Explanation:**

Box 1: Define the data type and format for each column

Increase the data type size of the column.

Box 2: Define and implement duplicate detection rules

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean>

**QUESTION 6**

**HOTSPOT**

A company is creating a Power Platform solution to manage employees.

The company has the following requirements:

Allow only the human resource manager to change an employee’s employment status when an employee is dismissed. Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the 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	Configuration
Allow only the human resource manager to change an employee’s employment status when an employee is dismissed.	<div><div></div><div>Team access</div><div>Privacy preference</div><div>Field security profile</div><div>Hierarchy security profile</div></div>
Allow only approved device types to access the solution and company data.	<div><div></div><div>Endpoint security</div><div>Compliance policy</div><div>Conditional access</div><div>Mobile threat integration</div></div>

**Answer Area:**



## Answer Area

### Requirement

Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

Allow only approved device types to access the solution and company data.

### Configuration

Team access

Privacy preference

Field security profile

Hierarchy security profile

Endpoint security

Compliance policy

Conditional access

Mobile threat integration

#### Section:

#### Explanation:

Box 1: Field security profile

Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles.

Box 2: Compliance policy

Compliance policy settings – Tenant-wide settings that are like a built-in compliance policy that every device receives. Compliance policy settings set a baseline for how compliance policy works in your Intune environment, including whether devices that haven't received any device compliance policies are compliant or noncompliant.

Note: Mobile device management (MDM) solutions like Intune can help protect organizational data by requiring users and devices to meet some requirements. In Intune, this feature is called compliance policies.

Compliance policies in Intune:

Define the rules and settings that users and devices must meet to be compliant.

Include actions that apply to devices that are noncompliant. Actions for noncompliance can alert users to the conditions of noncompliance and safeguard data on noncompliant devices. Can be combined with Conditional Access, which can then block users and devices that don't meet the rules.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

<https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started>

#### QUESTION 7

A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads. You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Microsoft Customer Voice
- B. Business Process Modeler task guide
- C. Dashboards
- D. Business Process Flow

**Correct Answer: D**

**Section:**

#### **QUESTION 8**

You are designing tables and columns for a Power Platform solution.

The solution will contain an interactive experience dashboard.

You need to ensure that the columns you create can be used as global filters for the dashboard.

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

NOTE: Each correct selection is worth one point.

- A. Multiline Text
- B. Choice
- C. Text
- D. Yes/NoE. Lookup

**Correct Answer: B, D**

**Section:**

**Explanation:**

With interactive dashboards, a chart uses the color assigned to the categories that make up the different values, even if the chart is configured to use random colors, when the chart is configured to be grouped by any of the following column types:

Choice

Yes/No Status Reason

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards>

#### **QUESTION 9**

You are designing a Power Platform solution for a company.

Users must be granted access only to data that is relevant to them.

You need to recommend actions to meet the requirements.

Which two recommendations should you make? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Add column security profiles to applicable teams.
- B. Define and configure security roles.
- C. Create teams and assign security roles and users to the teams.
- D. Create business units and assign security roles to the business units.

**Correct Answer: B, D**

**Section:**

**Explanation:**

To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. You do this by setting up business units, security roles, and field security profiles.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

**QUESTION 10**

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Power Platform solution. You need to recommend a data-loading solution. What should you recommend?

- A. Use the Excel Template feature.
- B. Add the contacts to a static worksheet.
- C. Use the Import from Excel feature.

**Correct Answer: A**

**Section:**

**Explanation:**

Import data that's stored somewhere else into your model-driven app using the import feature in Power Apps. Every table has required columns that must exist in your input file. It's recommended that you download an Excel template, add your data, and then import the file to your app. The template saves time and effort. Don't add or modify columns in the template to avoid issues during the import.

Note:

Step 1: Download an Excel template

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

Step 2: Import your data

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

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

**QUESTION 11**

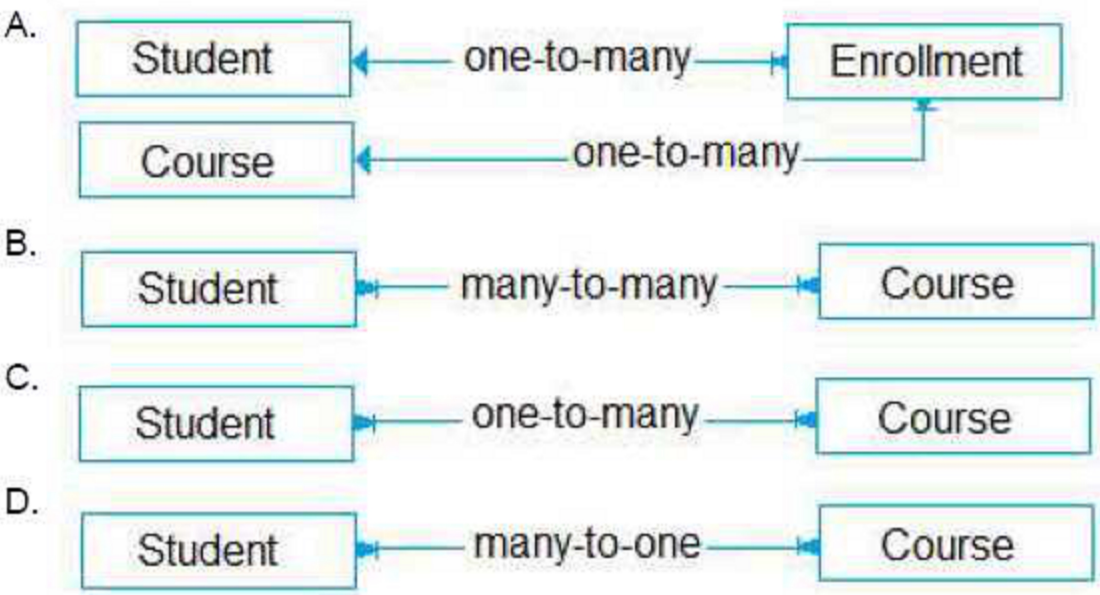
You are designing the data model for a school. The school wants to track students' enrollments in courses. The system must meet the following requirements:

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. Option A
- B. Option B
- C. Option C

D. Option D

**Correct Answer: A**

**Section:**

**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>

#### QUESTION 12

You are designing a database table for a client.

You have the following requirements:

Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values. Prevent the addition of duplicate colors based on the hexadecimal value for the color.

You need to recommend a design for the table.

Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Mark the hex value column as business required.
- B. Configure and schedule a recurring bulk record deletion job.
- C. Create alternate keys for the table.
- D. Mark the RGB value column as business required.

**Correct Answer: C, D**

**Section:**

**Explanation:**

B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app. C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to define which columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal> <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity>

#### QUESTION 13

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.

**Correct Answer: A, B**

**Section:**

#### QUESTION 14

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

**Correct Answer: C, D**

**Section:**

**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>

## QUESTION 15

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.

**Hot Area:**

## Answer Area

### Business requirement

### Solution

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

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

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

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

Answer Area:

## Answer Area

### Business requirement

### Solution

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

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

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

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

Section:

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>

**QUESTION 16**

**HOTSPOT**

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.

The company has the following requirements:

Portal users must only see the notes for the cases that they manage.

Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

Which entity permission scope should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Hot Area:**

Answer Area

Requirement	Scope
Portal users must only see the notes for the cases that they manage.	<div><div></div><div>▼</div><div>Self</div><div>Parent</div><div>Contact</div><div>Account</div></div>
Portal users must only see cases that are submitted by their colleagues.	<div><div></div><div>▼</div><div>Self</div><div>Global</div><div>Contact</div><div>Account</div></div>



Answer Area:

Answer Area

Requirement	Scope
Portal users must only see the notes for the cases that they manage.	<div><div></div><div>Self</div><div>Parent</div><div>Contact</div><div>Account</div></div>
Portal users must only see cases that are submitted by their colleagues.	<div><div></div><div>Self</div><div>Global</div><div>Contact</div><div>Account</div></div>

Section:

Explanation:

Box 1: Contact

With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's contact record via a defined relationship.

Box 2: Account

With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.

This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user having this permission can view all the leads of only the parent account of the user.

Incorrect Answers:

Self Scope allows you to define the rights a user has to their own Contact (Identity) record. Users can use entity forms or web forms to make changes to their own Contact record linked with their profile.

Parental scope: In this most complex case, permissions are granted for an entity that is a relationship away from an entity for which an Entity Permission record has already been defined. This permission is actually a child record of the parent entity permission.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/assign-entity-permissions>

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.

Hot Area:

Answer Area

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

Answer Area:

## 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	

### Section:

### 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 courses.

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>

### QUESTION 18

#### HOTSPOT

You are designing the security model for a Power Platform solution.

The security model must meet the following requirements:

Restrict sharing of data between Power Automate connectors.

Ensure that environment administrators only see users who require access in the enabled user list.

You need to recommend security features 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.

### Hot Area:

## Answer Area

### Requirement

### Feature

Restrict sharing of data between Power Automate connectors

	▼
Security group	
Data loss prevention policy	

Ensure that environment administrators only see users who require access in the enabled user list.

	▼
Security group	
Data loss prevention policy	

Answer Area:

## Answer Area

### Requirement

### Feature

Restrict sharing of data between Power Automate connectors

	▼
Security group	
Data loss prevention policy	

Ensure that environment administrators only see users who require access in the enabled user list.

	▼
Security group	
Data loss prevention policy	

Section:

Explanation:



Box 1: Data loss prevention policy

Data loss prevention (DLP) policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked. Box 2: Security group

If your company has multiple Microsoft Dataverse environments, you can use security groups to control which licensed users can be a member of a particular environment.

Reference:

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

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

QUESTION 19

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

Answer 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	

### Section:

#### 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>

### 02 - Architect a solution

#### 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 skill 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.

### QUESTION 1

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

**Correct Answer: B**

**Section:**

**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>

### QUESTION 2

HOTSPOT

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.

**Hot Area:**

## Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	<div><div></div><div><div>Add users to Microsoft 365.</div><div>Assign Power BI licenses to users.</div><div>Configure an on-premises data gateway.</div></div></div>
Historical data does not appear in reports.	<div><div></div><div><div>Configure Azure Data Lake.</div><div>Configure a custom connector.</div><div>Configure an on-premises data gateway.</div></div></div>

Answer Area:

## Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	<div><div></div><div>Add users to Microsoft 365.</div><div>Assign Power BI licenses to users.</div><div>Configure an on-premises data gateway.</div></div>
Historical data does not appear in reports.	<div><div></div><div>Configure Azure Data Lake.</div><div>Configure a custom connector.</div><div>Configure an on-premises data gateway.</div></div>

### Section:

#### Explanation:

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>

### QUESTION 3

DRAG DROP

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.

Select and Place:

Methods

Dataverse Application User

Power Platform Local Business Owner Team

Azure Active Directory B2B Guest Access

Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	Method
Automation	Method
Corporate governance auditing team	Method

Correct Answer:

Methods

Dataverse Application User

Answer Area

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

**Section:**  
**Explanation:**  
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>

**QUESTION 4**

HOTSPOT

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.

Hot Area:

Answer Area

Scenario	Relationship behavior
A worker transfers to a new client company.	<div><div></div><div>Assign: Cascade All</div><div>Assign: Cascade None</div><div>Merge: Cascade All</div><div>Rollup View: Cascade All</div></div>
A user deletes a worker's job placement history.	<div><div></div><div>Delete: Cascade All</div><div>Delete: Remove Link</div><div>Delete: Restrict</div></div>

Answer Area:



## Answer Area

### 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	

#### Section:

#### Explanation:

Box 1: Assign: Cascade None

Scenario: Worker skill 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.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Box 2: Delete: Restrict

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.

Reference:

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

#### QUESTION 5

#### HOTSPOT

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.

#### Hot Area:



### Answer Area

Data type	Technical solution
Job placement record	<div><div></div><div>Custom table</div><div>Activity table</div><div>Virtual table</div></div>
Security clearance record	<div><div></div><div>Lookup (N:1)</div><div>Choice</div><div>Lookup (N:N)</div></div>

Answer Area:

Answer Area

Data type	Technical solution
Job placement record	<div><div></div><div>Custom table</div><div>Activity table</div><div>Virtual table</div></div>
Security clearance record	<div><div></div><div>Lookup (N:1)</div><div>Choice</div><div>Lookup (N:N)</div></div>

Section:

Explanation:

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>

QUESTION 6

HOTSPOT

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.

Hot Area:

### Answer Area

#### Requirement

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

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

Plan routes for audit teams.

#### Solution

▼

Power Automate
QnA Maker
Azure Cognitive Services

▼

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

▼

Azure traffic routing
Address input component
Dynamics 365 Field Service

Answer Area:

## Answer Area

### Requirement

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

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

Plan routes for audit teams.

### Solution

Power Automate

QnA Maker

Azure Cognitive Services

Azure Active Directory B2B

Azure Active Directory B2C

Dynamics 365 owner team

Azure traffic routing

Address input component

Dynamics 365 Field Service

### Section:

#### Explanation:

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>

### **03 - Architect a solution**

#### 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

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.

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.

### **QUESTION 1**

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		

Correct Answer:

Answer Area

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

**Section:**

**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.

## QUESTION 2

A company provides professional development certifications to technologies around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

Handle multiple customer interactions at once

Ensure that users can access information from several business applications.

Interact with customers by using the following channels: chat, phone calls, emails, and online reviews. Implement all functionality in a single interface.

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

What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

**Correct Answer: A**

**Section:**

**Explanation:**

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS. Omnichannel for Customer Service also provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation to ensure agents are effective.

Reference:

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

## QUESTION 3

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

**Correct Answer: C**

**Section:**

**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:

Country Name
Poland
USA
England
India

Incorrect Answers:

A: Typically, you use global option sets to set fields so that different fields can share the same set of options, which are maintained in one location. Unlike local options sets which are defined only for a specific attribute, you can reuse global option sets. You will also see them used in request parameters in a manner similar to an enumeration.

Reference:

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

#### QUESTION 4

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

**Correct Answer: A**

**Section:**

**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>

#### QUESTION 5

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.

**Correct Answer: B, E, F**

**Section:**

**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>

#### QUESTION 6

An organization plans to implement a solution to deliver the complete sales process for its sales teams. The organization does NOT have any physical barcode scanners. To meet the organization business requirements, the proposed solution must include the following capabilities:

Create and qualify leads to contacts

Generate quotes and convert quotes to orders

Scan product barcodes as part of the order generation process

You need to recommend a solution to help the organization achieve its business requirements.

What should you recommend?

- A. Dynamics 365 mobile app and a Power Apps canvas app
- B. Dynamics 365 for Phones only
- C. Dynamics 365 Customer Service and Dynamics 365 Sales
- D. Unified Service Desk

**Correct Answer: A**

**Section:**

**Explanation:**

There is barcode scanner control in Power Apps. The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data-matrix code when in view.

Use the Dynamics 365 for phones or Dynamics 365 for tablets app to run customer engagement apps (such as Dynamics 365 Sales, Dynamics 365 Customer Service, and Dynamics 365 Marketing), built on Microsoft Dataverse on your mobile device.

Incorrect Answers:

D: Unified Service Desk for Microsoft Dynamics 365 provides a configuration-based framework for quickly building agent applications for call centers.

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-barcode-scanning> <https://docs.microsoft.com/en-us/dynamics365/mobile-app/overview>

#### Exam E

#### QUESTION 1

A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The company wants to apply the business rules to all forms in the app. You need to recommend a simplified form setup so the form can be maintained moving forward.

What should you recommend?

- A. Manage the business logic with a Power Apps Component Framework (PCF) control.

- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C. Remove the Business Rules and use only JavaScript.
- D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

**Correct Answer: B**

**Section:**

**Explanation:**

## QUESTION 2

A local bank uses Microsoft Power Platform apps to store customer data.

The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design. You need to recommend a solution to the bank that meets the following requirements:

The system must restrict access to customer social security numbers to the vice president of finance only. The vice president of finance must be able to read and update customer social security numbers.

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

NOTE: Each correct selection is worth one point.

- A. Set the values for the read permission and for the update permission for social security number to yes.
- B. Enable field-level security for the member table.
- C. Create a field-level security profile.
- D. Enable field-level security for the social security number column.

**Correct Answer: C, D**

**Section:**

**Explanation:**

Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.

1. Enable field security on one or more fields for a given entity.
2. Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

## QUESTION 3

You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.

The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits. You need to ensure that the API conforms to service protection limits.

Which three metrics should you review? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. The number of requests that a user can make each day.
- B. The total number of requests that can be processed each day.
- C. The number of concurrent requests that a user can make.
- D. The total execution time for requests by all users.
- E. The combined execution time required to process requests from a user.

**Correct Answer: A, C, E**

**Section:**

**Explanation:**

Three types of service protection API limit errors that can be returned:

1. Number of requests

This limit counts the total number of requests during the preceding 300 second period.

2. Execution time

This limit tracks the combined execution time of incoming requests during the preceding 300 second period. 3. Concurrent requests

This limit tracks the number of concurrent requests.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/api-limits>

**QUESTION 4**

You are evaluating a solution design for a model-driven app that will have a large number of complex forms. Many of the forms take up to 10 seconds to load.

You need to recommend solution to speed up loading times for the forms.

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

NOTE: Each correct selection is worth one point.

- A. Consolidate and reduce scripts.
- B. Use synchronous JavaScript requests.
- C. Move scripts into the OnLoad event.
- D. Remove unnecessary fields.

**Correct Answer: A, D**

**Section:**

**Explanation:**

D: Controls that require extra data beyond the primary record produce the most strain on form responsiveness and loading speed. These controls fetch data over the network and often involve a waiting period (seen as progress indicators) because it can take time to transmit the data.

Keep only the most frequently used of these controls on the default tab.

Incorrect Answers:

B: Use asynchronous network requests when requesting data. Request data asynchronously rather than synchronously when extra data is necessary for customizations.

C: Moving scripts to the Onload event would slow down the loading of the form.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/design-performant-forms>

**QUESTION 5**

A company uses a third-party cloud-based app to make real-time business decisions. The app has a RESTful API. You must design a Microsoft Power Platform solution that interacts with the third-party app. Changes made in the Microsoft Power Platform solution must be reflected in the cloud app.

You need to recommend technologies to integrate the Microsoft Power Platform solution with the cloud app. Which two technologies should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

**Correct Answer: A, C**

**Section:**

**Explanation:**

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

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

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

Reference:

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

**QUESTION 6**  
DRAG DROP

You are a Microsoft Power Platform solution architect capturing requirements for a national retail chain protect. The project has the following requirements • Retail employees must use the application on a company- prowled tablet device.

- The app must store data offline
- Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity • Apps are shared with security group teams for users to access.

You need to identify the project s functional and non-functional requirements.

How should you categorize the requirements? To answer, drag the appropriate categories to the correct requirements. Each category 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.

Select and Place:

Categories	Requirement	Category
Functional	Retail employees must use the application on a company-provided tablet device.	
Non-functional	The app must store data offline.	
	Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.	
	Apps are shared with security group teams for users to access.	

Correct Answer:

Categories	Requirement	Category
Functional	Retail employees must use the application on a company-provided tablet device.	Functional
Non-functional	The app must store data offline.	Functional
	Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.	Non-functional
	Apps are shared with security group teams for users to access.	Non-functional

Section:  
Explanation:

**QUESTION 7**  
HOTSPOT

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs. The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs

The solution must meet the following requirements:

- Dispatch technicians to troubleshoot and repair customer issues
- Call center must log customer issues.
- Third -party technicians must be able to access assigned repair service jobs.

You need to recommend an authentication strategy.

Which authentication models should you use? To answer, select the appropriate options in the answer area.

Hot Area:



## Answer Area

### User type

### Authentication model

Call center employee

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Repair service customer

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Third-party technician

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Answer Area:

## Answer Area

### User type

### Authentication model

Call center employee

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Repair service customer

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Third-party technician

Azure AD and a security role
Azure AD and a web role
Authenticated user and a security role
Authenticated user and a web role

Section:

Explanation:

### QUESTION 8

DRAG DROP

You are a Microsoft Power Platform architect.

You have identified several project risks.

You need to categorize potential risks that are specific to your customer.

How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category 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:

Categories	Answer Area	Risk	Category
Resource risk		The project requires integration to custom-built on-premises systems that store business-sensitive data.	
Business risk		The organization is currently making significant go-to-market strategy adjustments.	
External risk		The customer has a limited budget in relation to the project requirements.	
Security risk			

**Correct Answer:**

Categories	Answer Area	Risk	Category
		The project requires integration to custom-built on-premises systems that store business-sensitive data.	Security risk
		The organization is currently making significant go-to-market strategy adjustments.	Business risk
External risk		The customer has a limited budget in relation to the project requirements.	Resource risk

**Section:**

**Explanation:**

#### QUESTION 9

DRAG DROP

You are designing a solution to automate the following processes:

- Import data into Microsoft Dataverse from systems that have an API available.
- Import data into Microsoft Dataverse from systems that do not have an API available.
- Validate that contacts in a Microsoft Excel file Dataverse forms in a specified order.

You need to implement automation methods.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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:**



Components	Requirement	Component
Cloud flow	Interact with applications that do not have an API.	
Business process flow	Guide users through business steps in a specific order.	
Robotic process automation	Interact with applications that have an API.	

Correct Answer:

Components	Requirement	Component
	Interact with applications that do not have an API.	Robotic process automation
	Guide users through business steps in a specific order.	Business process flow
	Interact with applications that have an API.	Cloud flow

Section:

Explanation:

#### QUESTION 10

You are designing forms for a Microsoft Power Platform solution. Each person must see only the columns required for their department.

Department	Requirements
Inside sales	<ul style="list-style-type: none"> <li>Use only a browser-based app.</li> <li>Include fields for contact name, phone number, product, order date, and total amount owed.</li> </ul>
Fulfillment	<ul style="list-style-type: none"> <li>Use either a mobile or browser-based app.</li> <li>Include fields for contact name, product, and order date.</li> </ul>
Field sales	<ul style="list-style-type: none"> <li>Use only a mobile app.</li> <li>Include fields for contact name, address, phone number, and product.</li> </ul>

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

- Create one form for each department Add only columns needed on the form for each department. Assign the appropriate security role to each form.
- Create a shared form for all departments. Add all the columns. Add column-level security to columns not needed for each department
- Create one form for each department. Add all columns needed for all departments. Use business rules to hide columns.
- Add new columns to an existing form. Grant all departments security roles for that form.

Correct Answer: A

Section:

#### QUESTION 11

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Microsoft Power Platform solution. You need to recommend a data-loading solution. What should you recommend?

- A. Add the contacts to a static worksheet
- B. Use the Excel Template feature
- C. Use the import from Excel feature.

Correct Answer: B  
Section:

QUESTION 12

DRAG DROP

You are a Microsoft Power Platform architect.

You need to design a process to transport configuration and test data from one environment to a separate environment Which four actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Import the ZIP file data.

Import the CSV file data.

Define the schema of the source data to be exported.

Use the schema to export data.

Download the Configuration Migration tool from NuGet.

Create personal views to define the source data to be exported.

Download the schema of the source data to be exported.

Download the Configuration Migration tool from AppSource.

Answer area

1

2

3

4

Correct Answer:

Actions

Import the CSV file data.

Create personal views to define the source data to be exported.

Download the schema of the source data to be exported.

Download the Configuration Migration tool from AppSource.

Answer area

1

2

3

4

Download the Configuration Migration tool from NuGet.

Define the schema of the source data to be exported.

Use the schema to export data.

Import the ZIP file data.

Section:  
Explanation:  
<https://learn.microsoft.com/en-us/power-platform/admin/manage-configuration-data>

QUESTION 13

HOTSPOT

You are designing a solution to continually import data from several data sources into Microsoft Dataverse. The solution must meet the following requirements:

- Include integrated error handling for records that fail to import successfully into Dataverse.
- Augment data with AI and machine learning models.

You need to select a component for each requirement

Which components should you use? To answer, select the appropriate options in the answer area

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Augment data with AI and machine learning models.	<div><div>Analytical dataflow</div><div>Power Apps dataflow</div><div>Logic Apps</div><div>Analytical dataflow</div><div>Azure Data Factory</div></div>
Include integrated error handling in place for records that fail to import.	<div><div>Power Apps dataflow</div><div>Power Apps dataflow</div><div>Logic Apps</div><div>Analytical dataflow</div></div>

Answer Area:

Answer Area

Requirement	Component
Augment data with AI and machine learning models.	<div><div>Analytical dataflow</div><div>Power Apps dataflow</div><div>Logic Apps</div><div>Analytical dataflow</div><div>Azure Data Factory</div></div>
Include integrated error handling in place for records that fail to import.	<div><div>Power Apps dataflow</div><div>Power Apps dataflow</div><div>Logic Apps</div><div>Analytical dataflow</div></div>

Section:  
Explanation:

QUESTION 14

You are assessing the capabilities of a project few a customer in the education sector.

the solution must meet the following requirements

- include curriculum and student management capabilities.



- Conform to on-going Microsoft platform upgrades.
- Minimize custom coding and configuration

You need to recommend a solution. What should you recommend?

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

Correct Answer: A  
Section:

QUESTION 15  
DRAG DROP

You are a Microsoft Power Platform architect.  
You must identify and document your organization's business processes to identify opportunities for automaton. You need to run task mining in process advisor.  
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Prepare processes and recordings.

Analyze processes.

Visualize processes.

Identify automation recommendations.

Share processes.

Answer area

Correct Answer:

Actions

Answer area

Prepare processes and recordings.

Analyze processes.

Visualize processes.

Identify automation recommendations.

Share processes.

Section:  
Explanation:

QUESTION 16

HOTSPOT

You are performing a fit gap requirements analysis.  
You need to select Microsoft Power Platform components to satisfy the requirements.  
Which components should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	<div>Model-driven app</div> <div>Model-driven app</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Customer Voice</div>
Manage project accounting and recognize revenue compliant with international financial reporting standards.	<div>Dynamics 365 Finance</div> <div>Dynamics 365 Project Operations</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Finance</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>

Answer Area:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	<div>Model-driven app</div> <div>Model-driven app</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Customer Voice</div>
Manage project accounting and recognize revenue compliant with international financial reporting standards.	<div>Dynamics 365 Finance</div> <div>Dynamics 365 Project Operations</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Finance</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>

Section:  
Explanation:

QUESTION 17

You are implementing a solution that includes applications which perform high-volume Microsoft Dataverse operations. The applications must not experience a loss of functionality or loss of performance due to service protection API limits. You need to evaluate metrics for the service protection API limits. Which three metrics should you evaluate? Each correct answer part of the solution.  
NOTE Each correct selection is worth one point.

- A. Number of concurrent connections per user account.
- B. Number of API requests per web server.

- C. Amount of API calls made within plug-in code.
- D. Amount of execution time that can be used for each connection.
- E. Number of API requests per connection.

**Correct Answer: A, D, E**

**Section:**

#### QUESTION 18

You are designing a solution for a national vehicle repair company. You have the following requirements:

- Customers must search for vehicle issues by using natural language expressions.
- Customers must contact a customer service agent as required.

You need to recommend a solution.

Which two features should you include? Each correct answer presents part of the solution.

- A. Power Virtual Agents
- B. Business process flow
- C. Power Apps portal
- D. Customer Insights

**Correct Answer: B, C**

**Section:**

#### QUESTION 19

You are designing an integration between an Azure SQL database and a model-driven app-You have the following requirements:

- Audit updates to the data.
- Assign security role access to tables at the user level.
- Assign security role access to tables at the organization level.
- Enable change tracking.
- Add and update data.

You need to implement virtual tables.

Which two requirements can you meet by using virtual tables? Each correct answer presents a complete solution.

NOTE Each correct selection is worth one point.

- A. Enable change tracking.
- B. Assign security role access to tables at the user level.
- C. Add and update data.
- D. Assign security role access to tables at the organization level.
- E. Audit updates to the data.

**Correct Answer: B, D**

**Section:**

#### QUESTION 20

DRAG DROP

A company uses Microsoft Power Platform solutions.

The company plans to set up application lifecycle management (ALM) capabilities to store the solutions in source control, which will be used to automate the release process.

You need to set up the initial ALM infrastructure to store the solutions in source control.

Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Run the pipeline.

Create an Export pipeline.

Create an Azure DevOps Project.

Install the Microsoft Power Platform Build Tools.

Create a Release pipeline.

Add a task for Microsoft Power Platform Import Solution.

>

<

Steps

1

2

3

4

<

>

Correct Answer:

Actions

Run the pipeline.

Create an Export pipeline.

>

<

Steps

1>Create an Azure DevOps Project.

2>Install the Microsoft Power Platform Build Tools.

3>Create a Release pipeline.

4>Add a task for Microsoft Power Platform Import Solution.

<

>

Section:

Explanation:

Actions

Run the pipeline.

Create an Export pipeline.

>

<

Steps

1>Create an Azure DevOps Project.

2>Install the Microsoft Power Platform Build Tools.

3>Create a Release pipeline.

4>Add a task for Microsoft Power Platform Import Solution.

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>

QUESTION 21

HOTSPOT

You are a Microsoft Power Platform architect designing integrations for a project. You have the following integration requirements:

- Post requests to a system that is not always available and limited in its ability to process high volumes of messages.
- Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
- Stream large volumes of data from the company's website to a live Power BI dashboard.
- Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

You need to use an Azure service for the integration requirements.

Which Azure services should you use? To answer, select the appropriate options in the answer area?

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	<div><div>Azure Service Bus</div><div>Azure Service Bus</div><div>Azure Notification Hub</div><div>Azure Active Directory</div><div>Azure ExpressRoute</div></div>
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	<div><div>Azure Relay</div><div>Azure Relay</div><div>Azure SQL</div><div>Azure Cognitive Services</div><div>Azure API Management</div></div>
Stream large volumes of data from the company's website to a live Power BI dashboard.	<div><div>Azure Event Hubs</div><div>Azure Event Hubs</div><div>Azure Service Bus</div><div>Azure SQL</div></div>
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	<div><div>Azure Functions</div><div>Azure Logic Apps</div><div>Azure Functions</div><div>Azure Service Bus</div></div>

Answer Area:  
Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	<div><div>Azure Service Bus</div><div>Azure Service Bus</div><div>Azure Notification Hub</div><div>Azure Active Directory</div><div>Azure ExpressRoute</div></div>
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	<div><div>Azure Relay</div><div>Azure Relay</div><div>Azure SQL</div><div>Azure Cognitive Services</div><div>Azure API Management</div></div>
Stream large volumes of data from the company's website to a live Power BI dashboard.	<div><div>Azure Event Hubs</div><div>Azure Event Hubs</div><div>Azure Service Bus</div><div>Azure SQL</div></div>
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	<div><div>Azure Functions</div><div>Azure Logic Apps</div><div>Azure Functions</div><div>Azure Service Bus</div></div>

Section:  
Explanation:

QUESTION 22

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. Azure Event Hub
- B. Import Data Wizard
- C. Microsoft Power Platform dataflows

D. Azure Service Bus

Correct Answer: B  
Section:

QUESTION 23  
HOTSPOT

You are a Microsoft Power Platform architect gathering solution requirements for a customer. Management uses three different systems to locate asset inventory and contract details. Management must view inventory with the ability to select assets and view additional details. Sales representatives have issues locating assets based on specific features in a timely manner when working with customers. You need to prioritize the requirements. Which priority should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:  
Answer Area

Requirement	Priority
Enable sales representatives to locate assets in less time.	<div>Non-functional</div> <div>Time Consumer</div> <div>Non-functional</div> <div>Functional</div> <div>Quick Win</div>
Enable management to view inventory and asset details.	<div>Functional</div> <div>Big Investment</div> <div>Non-functional</div> <div>Budget</div> <div>Functional</div>

Answer Area:  
Answer Area

Requirement	Priority
Enable sales representatives to locate assets in less time.	<div>Non-functional</div> <div>Time Consumer</div> <div>Non-functional</div> <div>Functional</div> <div>Quick Win</div>
Enable management to view inventory and asset details.	<div>Functional</div> <div>Big Investment</div> <div>Non-functional</div> <div>Budget</div> <div>Functional</div>

Section:  
Explanation:



QUESTION 24

HOTSPOT

You design a Microsoft Power Platform app for a company. The company has the following requirements:

- \* need to use an off-the-shelf product by an ISV that provides functionality to enable customers to deposit funds into their account
- \* ability to handle a high number of customers depositing funds into their account during lunchtime hours

You need to recommend a solution that meets the requirements. Which components should you recommend?

To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

Requirement	Solution
Download compliant ISV solutions.	<div>AppSource</div> <div>Security</div> <div>API limits</div> <div>AppSource</div> <div>ISV Studio</div>
Verify that the ISV solution will not have issues with high-volume transactions.	<div>API limits</div> <div>Security</div> <div>API limits</div> <div>AppSource</div> <div>ISV Studio</div>

Answer Area:

Answer Area

Requirement	Solution
Download compliant ISV solutions.	<div>AppSource</div> <div>Security</div> <div>API limits</div> <div>AppSource</div> <div>ISV Studio</div>
Verify that the ISV solution will not have issues with high-volume transactions.	<div>API limits</div> <div>Security</div> <div>API limits</div> <div>AppSource</div> <div>ISV Studio</div>

Section:  
Explanation:

QUESTION 25

HOTSPOT

A company plans to use Microsoft Power Platform.

The company needs to understand how API requests are used so that its solution can be designed within the API limits granted by Microsoft. The company requires the following information:

- \* How API limits are allocated

\* Which Microsoft Power Platform components count toward its API limits  
\* Which Power Automate flow steps count toward API limits  
You need to describe the API allocation for each design consideration.  
Which API allocations should you identify? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Design consideration	API allocation
How API limits are allocated	<div>By license</div> <div>By app</div> <div>By tenant</div> <div>By license</div> <div>By environment</div>
Which Microsoft Power Platform components count toward API limits	<div>Dataverse, Power Apps, and Power Automate</div> <div>Dataverse, Power Apps, and Power BI</div> <div>Power Apps, Power BI, and Power Pages</div> <div>Dataverse, Power Apps, and Power Automate</div>
Which Power Automate flow steps count toward API limits	<div>Each step counts as one API request.</div> <div>Each step counts as one API request.</div> <div>Each flow run counts as one API request.</div> <div>Only successful steps count as one API request.</div> <div>Only successful flows count as one API request.</div>

Answer Area:

## Answer Area

### Design consideration

How API limits are allocated

Which Microsoft Power Platform components count toward API limits

Which Power Automate flow steps count toward API limits

### API allocation

By license ▼  
By app  
By tenant  
By license  
By environment

Dataverse, Power Apps, and Power Automate ▼  
Dataverse, Power Apps, and Power BI  
Power Apps, Power BI, and Power Pages  
Dataverse, Power Apps, and Power Automate

Each step counts as one API request. ▼  
Each step counts as one API request.  
Each flow run counts as one API request.  
Only successful steps count as one API request.  
Only successful flows count as one API request.

#### Section:

#### Explanation:

#### QUESTION 26

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application.

Employees report that they are unable to open the application.

You need to ensure that the employees can access the application.

Solution: Add the employees to a security group and assign the security group to a Microsoft Teams team.

Does the solution meet the goal?

A. Yes

B. No

**Correct Answer: A**

#### Section:

#### QUESTION 27

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application.

Employees report that they are unable to open the application.

You need to ensure that the employees can access the application.

Solution: Add the employees to the user table in the environment.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A  
Section: