Exam Questions PL-600

Microsoft Power Platform Solution Architect

https://www.2passeasy.com/dumps/PL-600/

NEW QUESTION 1
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.	▼ 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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 2
A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:
Provide customers with an online portal where they can submit and review cases.
Ensure that customers can chat online with a customer service representative at any time. Route chats to customer service representatives based on skill and availability.
You need to recommend a solution to the company.
Which three components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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

Answer: BDE

Explanation:
B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their

cases, and provide feedback.
Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).
E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.
Incorrect Answers:
A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.
C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

NEW QUESTION 3
DRAG DROP
You are performing a requirements analysis for a customer.
The customer provides the following requirements:
Power Platform storage capacity must remain under 100 percent.
Customer service representatives must be sent an email when they are assigned a case.
Help desk technicians must be shown an error message when they try to delete a task row.
The plug-in pass rate must remain over 99 percent for the production environment.
You need determine if the requirements are functional or non-functional.
Which requirement type should you use? To answer, drag the appropriate requirement types to the correct requirements. Each requirement type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 4
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

Answer: B

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

NEW QUESTION 5
You need to recommend a solution for handling data entry requirements for the mobile audit teams. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player
B. Canvas app within a browser
C. Dynamics 365 Field Service
D. Dynamics 365 App for Outlook

Answer: AB

Explanation:
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

NEW QUESTION 6
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:

A. Mastered
B. Not Mastered

Answer: A

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
Testlet 3
Case study
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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.
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.

NEW QUESTION 7
HOTSPOT
You are designing a Power Platform solution for a company. You have the following requirements:
Users in the human resources department must be able to create tasks.
Users in the human resources department must be able to assign cases to other users.
You need to recommend security settings to the company.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Business requirement	Solution
Users in the human resources department must be able to create tasks.	▼ Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level rights to the human resources case table.
Users in the human resources department must be able to assign cases to other users.	▼ Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level assign rights to the human resources case table.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Assign only Create rights to activities
You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities. Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.
Box 2: Assign User-level assign rights to human resources case table.
Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To.
For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.
Incorrect Answers:
For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't.
Reference:

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

NEW QUESTION 8
A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Power Platform solution. You need to recommend a data-loading solution.
What should you recommend?

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

Answer: A

Explanation:
Import data that's stored somewhere else into your model-drvien app using the import feature in Power Apps.
Every table has required columns that must exist in your input file. It's recommended that you download an Excel template, add your data, and then import the file to your app. The template saves time and effort. Don't add or modify columns in the template to avoid issues during the import.
Note:
Step 1: Download an Excel template
To avoid mapping issue, it's recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don't add or modify 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

NEW QUESTION 9
A company is implementing Dynamics 365 Sales.
The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.
When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours. You review the system design and notice many asynchronous workflows.
You need to recommend a solution to enable the calculation in real time.
Which two options should you recommend? Each answer presents a complete solution.
NOTE: Each correct selection is worth one point.

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

Answer: AB

NEW QUESTION 10
A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf.
The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution. You need to recommend a solution to combine the room and shelf fields into a single column during the import process.
Which tool should you recommend?

A. Power Platform dataflows
B. Data Import Wizard
C. import from CSV
D. Microsoft Excel Online

Answer: B

Explanation:
Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files. Use transformation mapping to modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table.
Note:
To implement data import, you typically do the following:
Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file. Create a data map or use an existing data map.
Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
Create a data map or use an existing data map. Associate an import file with a data map.
Upload the content from a source file to the associated import file. Parse the import file.
Transform the parsed data.
Upload the transformed data into the target Dataverse server.
Reference: https://docs.microsoft.com/en-us/powerapps/developer/data-platform/import-data https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import

NEW QUESTION 10
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

Answer: ABC

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

NEW QUESTION 12
HOTSPOT
You are supporting the go-live process for a company. The company is responsible for migrating data to the Power Platform by using a custom solution. The company reports the following issues:
Migration processes fail due to operation timeouts. Records that include lookup columns often fail to load.
You need to recommend a solution.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Increase multithreading and/or batch size settings Box 2: Ensure you are loading data in a specific order.
Load the base tables in the hierarchies first.
Testlet 2 Case study
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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 or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

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

Current environment

Existing systems and processes

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

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

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

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

Client company visits

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

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

Requirements General

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

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

Client company visits

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

Job history information

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

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.

First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform

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

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

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

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

Worker still records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system. User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

- Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes. Issues

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.

Some security clearance information for workers not visible from within the Power Platform solution.

Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

NEW QUESTION 17
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.	▼ 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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Assign: Cascade None
Scenario: Worker still records must be archived after ten years and are then removed from the main system. Assign: The referenced table record owner is changed.
Cascade None: Do nothing.
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
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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.
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Environment
Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Minimize the use of third-party products and custom development.
Reduce customer support call volumes by having the system automatically resolve common issues.
The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity. Application use layout should be role specific.
Agents
You must standardize the format used by agents to enter customer phone numbers. Agents need a solution to replace paper reservation checklists.
Agents need dashboards to show a current count of all reservations on the entity. Agents need a way to track reservation issues.
Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
Agents need different versions of cancellation policies to send customers. One version must be controllable within the system. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
IT
IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. IT staff needs a system that is easy to navigate to active cases.

IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system. IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.
Management
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.
Maintenance
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts. Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts. Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

NEW QUESTION 18
DRAG DROP
You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct tables. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Luggage: Custom activity table
An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.
Passenger: Customer table
The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.
Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
Incorrect Answers:
⊿ A virtual table is a custom table in Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database dynamically at runtime, such as an Azure SQL Database.

NEW QUESTION 21
HOTSPOT
You need to design the quality inspection order data model.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 23
A company has a Power Platform solution that integrates with a third-party system. The client reports that unexpected updates are being made to the Accounts table. You need to determine the root cause of the issue.
In which three locations should you investigate? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Audit summary view
B. Solution history
C. SDK Message Processing Steps
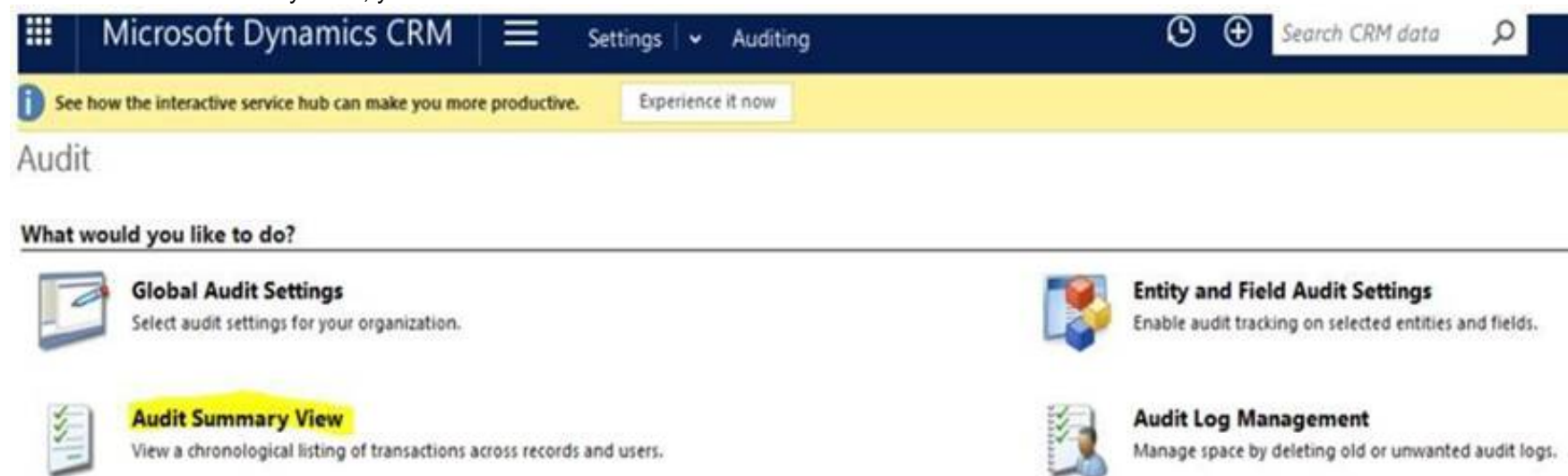D. Plug-in trace log
E. System job run history

Answer: ABD

Explanation:
A: How to View Auditing Log Details?
System administrators can see activities for the entities that are enabled for audit logging. To view the audit logs:
* 1. Go to Settings > System >Auditing.
* 2. Choose Audit Summary View.
* 3. Under Audit Summary View, you will see the list of audit entries

B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.
D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in Enable trace logging. This data can be found in model-driven applications by navigating to Settings and choosing the Plug-in Trace Log tile.
Reference: https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/ https://docs.microsoft.com/en-us/powerapps/developer/data-platform/logging-tracing

NEW QUESTION 24
You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM). Each version and solution component must be tracked as it is tested.
You need to recommend a strategy to deploy solutions for the user acceptance testing environment. What should you recommend?

A. Use Package Deployer and deploy a managed solution.
B. Use Package Deployer and deploy an unmanaged solution.
C. Use Solution Packager and deploy a managed solution.
D. Use Solution Packager and deploy an unmanaged solution.

Answer: D

Explanation:
Solution Packager is a tool that can unpack a compressed solution file into multiple XML files and other files, so they can be easily managed by a source control system. Unmanaged solution: An open solution with no restrictions on what can be added, removed, or modified. This is recommended during development of a solution.
Incorrect Answers:
A, B: Package Deployer lets administrators or developers deploy comprehensive packages of relevant assets to Dataverse instances.

C: Managed solution
A completed solution ready to be imported into an organization. Once imported, components can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool

NEW QUESTION 27
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