

PL-600 Dumps

Microsoft Power Platform Solution Architect

<https://www.certleader.com/PL-600-dumps.html>



NEW QUESTION 1

You are a Power Platform consultant for an internet support company.
The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:
All support issues must come in by email, need to be logged, and assigned to the support group.
Accounts must synchronize with the parent company Oracle database.
Reports must be sent to the executives on a weekly basis.
No custom code will be used in the system.
You need to recommend the components that should be configured.
Which two components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Power Virtual Agents
- B. Microsoft Dataverse
- C. server-side synchronization
- D. Microsoft Customer Voice

Answer: BD

Explanation:

The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse.
Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. ... It provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks.
Incorrect Answers:
A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/about> <https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow>

NEW QUESTION 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

Answer: B

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>

NEW QUESTION 3

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	First Up employees	
Power Apps portals	Workers	
Microsoft 365 Business Voice		

- 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

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.

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 4

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-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>

NEW QUESTION 5

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>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>

- A. Mastered
- B. Not Mastered

Answer: A

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>

NEW QUESTION 6

HOTSPOT

A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook. The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.

The company needs the following custom table relationships defined:

Associate educators with a list of their professional qualifications. Assign a primary educator to each course that is held.

Collect information about every course that is held.

You need to determine the type of relationship that best fits the requirement.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Relationship

Educators must be associated with their qualifications.

	▼
Many-to-many relationship that uses a system generated table	
Many-to-many relationship that uses a custom table	
One-to-many relationship	

When a course is held there must be a primary educator assigned.

	▼
Many-to-many relationship that uses a system generated table	
Many-to-many relationship that uses a custom table	
One-to-many relationship	

When a course is held, the company needs to collect information on that session.

	▼
Many-to-many relationship that uses a system generated table	
Many-to-many relationship that uses a custom table	
One-to-many relationship	

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Reference:

Box 1: One-to-many relationship

Each educator can have 0, 1, or many qualifications

Box 2: One-to-many relationship

Each educator can be the primary educator for 0, 1 or many 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>

NEW QUESTION 7

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	

- A. Mastered
B. Not Mastered

Answer: A

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>

NEW QUESTION 8

You need to recommend the field type to use for configuring meal selections during reservation.

Which field type should you recommend?

- A. Global Option Set
- B. Lookup
- C. Option Set
- D. Two Options

Answer: C

Explanation:

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/>

NEW QUESTION 9

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

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

Answer: A

Explanation:

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

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

Incorrect Answers:

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

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

NEW QUESTION 10

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

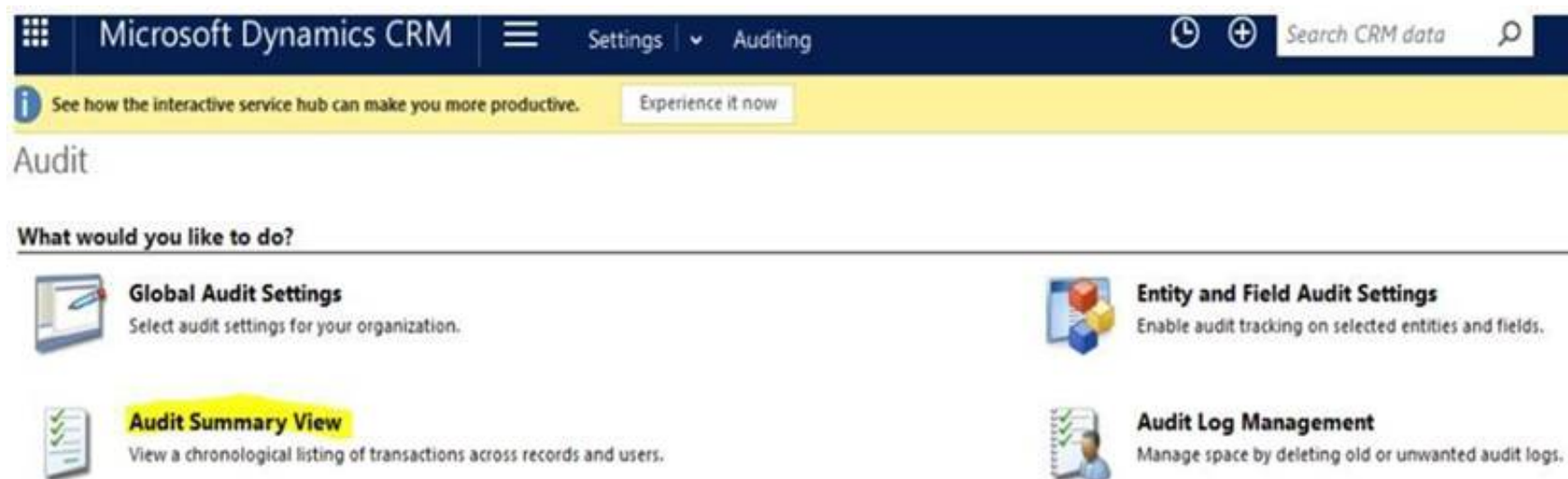
Answer: ABD

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 10

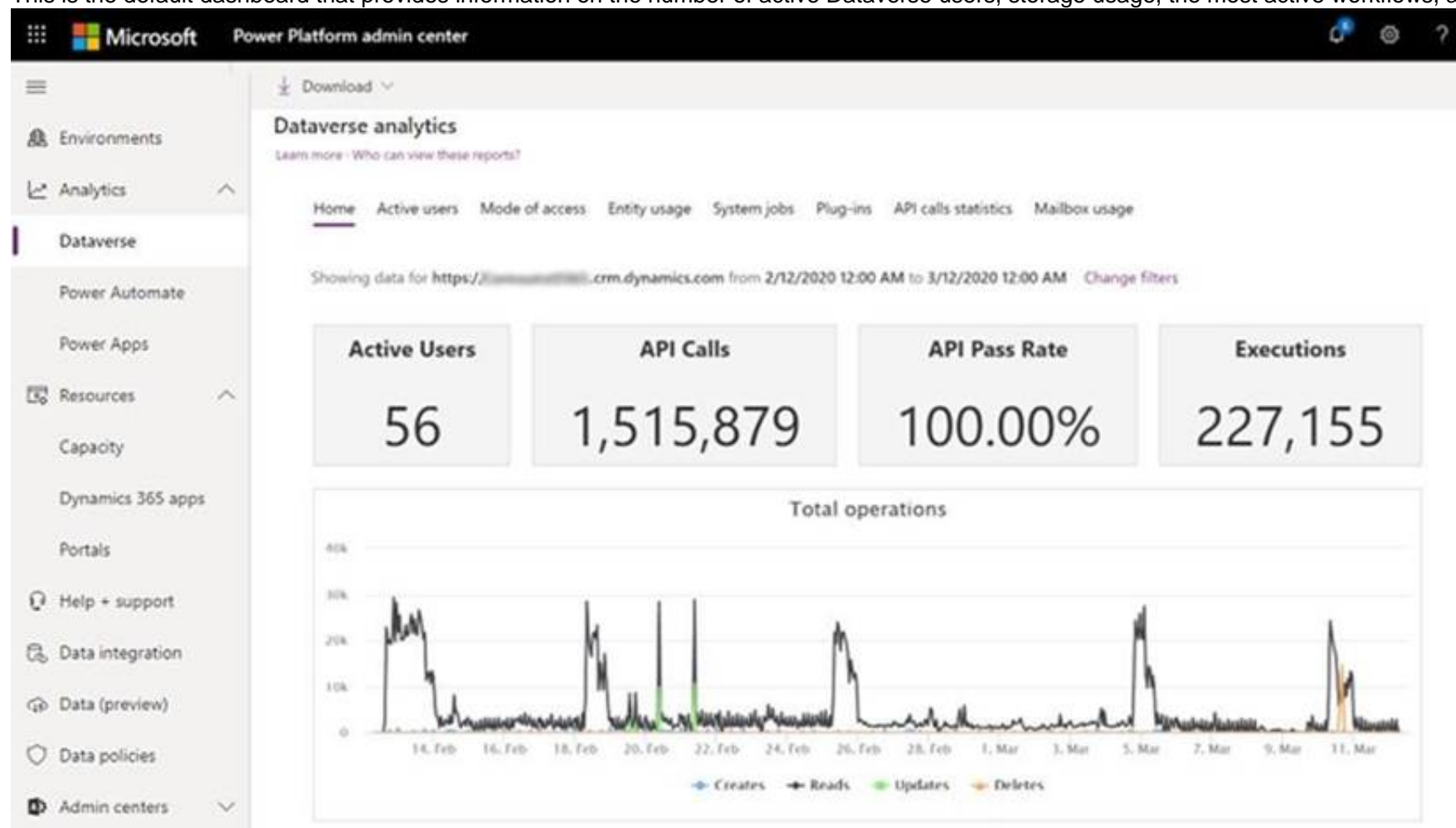
During quality assurance testing the API limits are reached. You need to identify and resolve the issue. Which two actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Allocate Microsoft Dataverse capacity add-on subscriptions.
- B. Use the out-of-the-box User Summary report from the Reports section of the solution's model-driven app.
- C. Review the Home tab Dataverse analytics dashboard.
- D. In the Power Platform admin center, review the Usage section of the Power Apps analytics dashboard.
- E. In the Power Platform admin center, review the Runs section of the Power Automate analytics dashboard.

Answer: AC

Explanation:

A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following: Adjust the app or flow to use fewer API requests
Purchase the Power Apps and Power Automate capacity add-on for your organization.
C: Home (default) Dashboard.
This is the default dashboard that provides information on the number of active Dataverse users, storage usage, the most active workflows, and more.



API Calls: API Calls Number of API calls that were made by the Dataverse environment for the selected time period.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations> <https://docs.microsoft.com/en-us/power-platform/admin/analytics-common-data-service>

NEW QUESTION 14

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Thank You for Trying Our Product

* 100% Pass or Money Back

All our products come with a 90-day Money Back Guarantee.

* One year free update

You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

We currently serve more than 30,000,000 customers.

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