

## Exam Questions PL-600

Microsoft Power Platform Solution Architect

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



### NEW QUESTION 1

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. Common Data Service connector

**Answer:** ADE

#### 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 Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.  
 E: Common Data Service provides access to the environment database on the Microsoft Common Data 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>

### NEW QUESTION 2

#### 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 Desktop flow Instant cloud flow Automated cloud flow </div> </div>
Analyze saved images by using an image recognition process.	<div> <div></div> <div> Instant cloud flow and AI Builder Automated cloud flow and AI Builder Desktop flow and AI Builder </div> </div>
Display data in real-time dashboards.	<div> <div></div> <div> Dynamics 365 interactive experience dashboard Model-driven app dashboard with native graphs Model-driven app dashboard with Power BI </div> </div>

- 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 3

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

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

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

You need to recommend a solution to the company.

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

NOTE: Each correct selection is worth one point.

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

Answer: BDE

Explanation:

B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

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

Incorrect Answers:

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

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

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

NEW QUESTION 4

DRAG DROP

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

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

Service data must be retained for at least six years.

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

Which requirements are functional or non-functional? To answer, drag the appropriate types to the correct requirements. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Functional

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

Box 2: Non-functional



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

Box 3: Non-functional

Examples of common non-functional requirement types include: Availability

Compliance/regulatory Data retention/residency

Performance (response time, and so on) Privacy

Recovery time Security Scalability

Reference: [https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional- requirements](https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements) [https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional- requirements](https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements)

#### NEW QUESTION 5

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"/>

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/3-functional-requirements) [https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional- requirements](https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements)

#### NEW QUESTION 6

HOTSPOT

■ You need to design a Power Platform solution that meets the following requirements: Capture data from a row during deletion to be used in an automated process.

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

Which requirements can be met by using out-of-the box Power Platform components?

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Yes

No

Capture data from a row during deletion to be used in an automated process. ☐

☐

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

☐

- A. Mastered
- B. Not Mastered

**Answer:** A

### Explanation:

Box 1: Yes

This can be done with Dataverse flows: The When a row is added, modified or deleted trigger runs a flow whenever a row of a selected table and scope changes or is created.

Box 2: Yes

AI Builder is a Microsoft Power Platform capability that provides AI models that are designed to optimize your business processes. AI Builder enables your business to use AI to automate processes and glean insights from your data in Power Apps and Power Automate.

Reference:

<https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger>

### NEW QUESTION 7

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 8

DRAG DROP

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

What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

[MISSING]

- A. Mastered
- B. Not Mastered

**Answer:** A

### Explanation:

Box 1: Omnichannel for Customer Service dashboard

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

The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

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

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

Box 2: Dynamics 365 Customer Service

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

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

### NEW QUESTION 9

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**

**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>Assign: Cascade All</div> <div>Assign: Cascade None</div> <div>Merge: Cascade All</div> <div>Rollup View: Cascade All</div>
A user deletes a worker's job placement history.	<div>▼</div> <div>Delete: Cascade All</div> <div>Delete: Remove Link</div> <div>Delete: Restrict</div>

- 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>

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 10

#### HOTSPOT

You need to recommend solutions to meet the integration requirements.

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

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

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

- A. Mastered  
B. Not Mastered

Answer: A

#### Explanation:

Box 1: Schedule board

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

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



Box 2: Azure IoT Central connector

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

This connector is available in the following products and regions:

Service	Class	Regions
Logic Apps	Standard	All <a href="#">Logic Apps regions</a> except the following: <ul style="list-style-type: none"><li>- Azure Government regions</li><li>- Azure China regions</li></ul>
Power Automate	Premium	All <a href="#">Power Automate regions</a> except the following: <ul style="list-style-type: none"><li>- US Government (GCC)</li><li>- US Government (GCC High)</li><li>- China Cloud operated by 21Vianet</li></ul>
Power Apps	Premium	All <a href="#">Power Apps regions</a> except the following: <ul style="list-style-type: none"><li>- US Government (GCC)</li><li>- US Government (GCC High)</li><li>- China Cloud operated by 21Vianet</li></ul>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>

<https://docs.microsoft.com/en-us/azure/iot-hub/about-iot-hub>

NEW QUESTION 11

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