PL-600$^{Q\&As}$

Microsoft Power Platform Solution Architect

Pass Microsoft PL-600 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/pl-600.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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	Track work progress and inspections at customer sites.	Solution
Dynamics 365 Customer Insights	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	Track work progress and inspections at customer sites.	Dynamics 365 Field Service
Dynamics 365 Customer Insights	Schedule technicians for service appointments.	Dynamics 365 Field Service

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 2

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

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 3

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

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

Correct Answer:

Answer Area

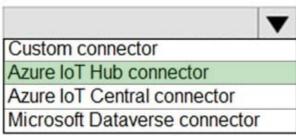| Requirement	Solution
View, assign, and resolve inspection bottlenecks.	Booking rules / **Schedule board** / Proficiency models
Automatically input measurement readings from inspection gauges	Custom connector / **Azure IoT Hub connector** / Azure IoT Central connector / Microsoft Dataverse connector

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 or 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 4

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

Correct Answer:

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

Box 1: Power Platform Local Business Owner Team

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

rights on the records that the team owns. Team members are added manually to the owner team.

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

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to

use their organization\\'s Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest

user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your

directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS

devices. First Up has no plans to require the use of a single type of device.

Reference:

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

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

---

QUESTION 5

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:

1.

Save captured images in an appropriate location.

2.

Analyze saved images by using an image recognition process.

3.

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:

Categories

| Functional |

| Non-functional |

Answer Area

Requirement	Category
The app must automatically send a confirmation email to a customer when they place an order.	
Credit card numbers must be encrypted.	

Correct Answer:

Categories

| |

| |

Answer Area

Requirement	Category
The app must automatically send a confirmation email to a customer when they place an order.	Functional
Credit card numbers must be encrypted.	Non-functional

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:

1.

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

2.

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

3.

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

Latest PL-600 Dumps   PL-600 PDF Dumps   PL-600 Practice Test