



# PL-600<sup>Q&As</sup>

Microsoft Power Platform Solution Architect

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**QUESTION 1**

**DRAG DROP**

You need to propose a solution for form requirements.

What should you recommend? To answer, drag the appropriate solutions to the correct 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:

**Answer Area**

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Use a virtual table.</div> <div style="border: 1px solid gray; padding: 2px;">Import to a custom table.</div> <div style="border: 1px solid gray; padding: 2px;">Create a lookup to Dynamics 365 Field Service.</div>
Configure the relationship between inspection orders and inspection ratings.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Create a one-to-many relationship and set the behavior to Parental.</div> <div style="border: 1px solid gray; padding: 2px;">Create a many-to-many relationship and set the behavior to Parental.</div> <div style="border: 1px solid gray; padding: 2px;">Create a one-to-many relationship and set the behavior to Cascade None.</div> <div style="border: 1px solid gray; padding: 2px;">Create a many-to-many relationship and set the behavior to Cascade None.</div>

Correct Answer:

**Answer Area**

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Use a virtual table.</div> <div style="border: 1px solid gray; padding: 2px;">Import to a custom table.</div> <div style="border: 1px solid gray; padding: 2px; background-color: #e0ffe0;">Create a lookup to Dynamics 365 Field Service.</div>
Configure the relationship between inspection orders and inspection ratings.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px; background-color: #e0ffe0;">Create a one-to-many relationship and set the behavior to Parental.</div> <div style="border: 1px solid gray; padding: 2px;">Create a many-to-many relationship and set the behavior to Parental.</div> <div style="border: 1px solid gray; padding: 2px;">Create a one-to-many relationship and set the behavior to Cascade None.</div> <div style="border: 1px solid gray; padding: 2px;">Create a many-to-many relationship and set the behavior to Cascade None.</div>

Box 1: Field controls

You must standardize the format used by agents to enter customer phone numbers.

Box 2: Workflow



Log issues as cases. The case form must show variable sections based on the case type.

**QUESTION 2**

**HOTSPOT**

You need to design a Power Platform solution that meets the following requirements:

1.  
Capture data from a row during deletion to be used in an automated process.
2.  
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:

**Categories**

Functional

Non-functional

**Answer Area**

**Requirement**

Retail employees must use the application on a company-provided tablet device.

The app must store data offline.

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

Apps are shared with security group teams for users to access.

**Category**



Correct Answer:

### Categories

Functional

Non-functional

### Answer Area

#### Requirement

Retail employees must use the application on a company-provided tablet device.

The app must store data offline.

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

Apps are shared with security group teams for users to access.

#### Category

Functional

Functional

Non-functional

Non-functional

Box 1: Yes

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

Box 2: Yes

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

Apps and Power Automate.

Reference:

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

### QUESTION 3

You are designing a Microsoft Power Platform solution for a company. The company issues each employee a tablet device.



The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:

1.  
Users must have a visual guide to know which data to enter in each step of the opportunity management process.

2.  
The system must automatically assign the opportunity to a manager for approval once all data is entered.

3.  
The system must notify an assignee each time an opportunity is assigned to them by using push notifications.

4.  
When a user selects a push notification, the associated opportunity must display.

You need to recommend the Microsoft Power Platform components that will meet their requirements.

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: ACE

AC: Power Automate cloud flows

(The system must notify an assignee each time an opportunity is assigned to them by using push notifications.)

To receive push notification, each user must have opened the app in Power Apps Mobile.

E: Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.

(Users must have a visual guide to know which data to enter in each step of the opportunity management process.)

Reference:

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

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**QUESTION 4**

DRAG DROP

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

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

You need to document the failover process for the stakeholders.

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

Select and Place:

**Actions**

**Answer Area**

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

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application redirects calls to an on-premises server.



Correct Answer:





### Actions

The application automatically tries the call again.

### Answer Area

	The application makes a service call to the datacenter.	
	The application receives an exception after attempting the service call.	
⏪	The application redirects calls to an on-premises server.	⏩
⏩	If the second call is successful, the application continues normally.	⏪

### QUESTION 5

#### 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

### Data source

### Connector type

Third-party marketing system

	▼
Power BI connector	
SharePoint connector	
Custom connector	
Microsoft Forms connector	

Microsoft Dataverse environment

	▼
SharePoint	
Azure Data Factory	
Microsoft Dataverse	

Correct Answer:





## Answer Area

### Requirement

### Solution

Data storage and normalization.

	▼
Data Gateway	
Azure Data Lake	
Dataverse for Teams	
Azure Analysis Services	

Visibility to key operational metrics from various Teams channels.

	▼
Power BI	
AI Builder	
Teams adaptive cards	
Microsoft Teams integration object	

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:

1. Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
2. 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>

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## QUESTION 6

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

1.

Customers must search for vehicle issues by using natural language expressions.

2.

Customers must contact a customer service agent as required.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

A. Power Apps portal

B. Power Virtual Agents

C. Customer Insights

D. Business process flow

Correct Answer: AD

A: Portal search needs Dataverse search feature to be enabled at Dataverse environment

To enable Dataverse search:

1.

In the Power Platform admin center, select an environment.

2.

Select Settings > Product > Features.

3.

Under Search, set Dataverse search to On.

4.

Select Save.

Once the index is provisioned, it may take anywhere between an hour or more to complete a full sync for average size



organizations, to a couple of days for large size organizations.

Benefits include: Provides intelligent search by applying AI technology to interpret natural language such as misspellings, common abbreviations, and synonyms to deliver quality results.

D: Customers must contact a customer service agent as required.

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a

conclusion of some kind. This user experience can be tailored so that people with different security roles can have an experience that best suits the work they do.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/portals/configure/search>

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

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## QUESTION 7

You are designing a Power Platform solution.

The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.

You need to recommend a technology that meets these requirements.

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

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

Correct Answer: B

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps (public preview) to provide enhanced user experience for the users to work with data on forms, views, and dashboards.

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

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## QUESTION 8

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

The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design.



You need to recommend a solution to the bank that meets the following requirements:

1.

The system must restrict access to customer social security numbers to the vice president of finance only.

2.

The vice president of finance must be able to read and update customer social security numbers. Which two actions should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Set the values for the read permission and for the update permission for social security number to yes.

B. Enable field-level security for the member table.

C. Create a field-level security profile.

D. Enable field-level security for the social security number column.

Correct Answer: CD

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

1.

Enable field security on one or more fields for a given entity.

2.

Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

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

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## QUESTION 9

### DRAG DROP

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

1.

Power Platform storage capacity must remain under 100 percent.

2.

Customer service representatives must be sent an email when they are assigned a case.

3.

Help desk technicians must be shown an error message when they try to delete a task row.



4.

The plug-in pass rate must remain over 99 percent for the production environment.

You need determine if the requirements are functional or non-functional.

Which requirement type should you use? To answer, drag the appropriate requirement types to the correct requirements. Each requirement type may be used once, more than once, or not at all. You may need to drag the split bar between

panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

### Answer Area

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

Correct Answer:



## Answer Area

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

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:

1.

Availability

2.

Compliance/regulatory

3.

Data retention/residency

4.

Performance (response time, and so on)

5.

Privacy





- 6.  
Recovery time
- 7.  
Security
- 8.  
Scalability

Reference: <https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements>  
<https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements>

**QUESTION 10**

**HOTSPOT**

You need to design tables for the solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

**Issue**

The superuser team cannot set the environment variables.

**Resolution**

Assign the System Customizer role.
Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.

Users cannot access the model-driven app.

Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.
Add the Azure AD Security Group.

Users cannot access the canvas app.

Assign the System Customizer role.
Assign the Service Reader role.
Add users to the superuser team.
Add users to an Azure AD Security Group.



Correct Answer:

**Answer Area**

**Issue**

The superuser team cannot set the environment variables.

**Resolution**

Assign the System Customizer role.
Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.

Users cannot access the model-driven app.

Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.
Add the Azure AD Security Group.

Users cannot access the canvas app.

Assign the System Customizer role.
Assign the Service Reader role.
Add users to the superuser team.
Add users to an Azure AD Security Group.

**Box 1: Virtual Table**

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

**Scenario:**

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

The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

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

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

**Box 2: Lookup (N:1)**

Each worker can have many security clearances, so need a 1:N relationship.

Scenario: The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.



Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities>

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

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### QUESTION 11

You are creating a scope of work document for a solution. You have the following requirements:

1.  
Track support cases, first response time, and resolution time.
2.  
Include a chat-like interface that allows managers to check the status of cases with minimal manual searching.
3.  
Allow cases to have multiple different priority levels.

You need to include the required Dynamics 365 and Microsoft Power Platform components.

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

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Service
- B. Power Virtual Agents
- C. Power BI
- D. Dynamics 365 Customer Voice

Correct Answer: AB

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.

Use Dynamics 365 Customer Service to:

1.  
Track customer issues through cases
2.  
Record all interactions related to a case
3.  
Share information in the knowledge base



4.  
Create queues and route cases to the right channels
5.  
Create and track service levels through service-level agreements (SLAs)
6.  
Define service terms through entitlements
7.  
Manage performance and productivity through reports and dashboards
8.  
Create and schedule services
9.  
Participate in chats
10. Manage conversations across channels

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents>  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/overview>

### QUESTION 12

#### HOTSPOT

You need to recommend solutions for the organization's technical challenges.

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

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

##### Requirement

##### Solution

Visual representation of gauge readings with minimum and maximum tolerances.

	▼
Create and embed a Power BI radial gauge.	
Create and embed a custom visualization component.	
Create and embed a standard Power Apps donut chart.	

Add visibility to the manufacturing inspection records for onsite technicians.

	▼
Configure mobile offline synchronization.	
Add an inspection order to the work order form	
Modify the sitemap for Dynamics 365 Field Service.	



Correct Answer:

### Answer Area

Requirement	Solution
Visual representation of gauge readings with minimum and maximum tolerances.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="background-color: #e0ffe0; padding: 2px;">Create and embed a Power BI radial gauge.</div> <div style="padding: 2px;">Create and embed a custom visualization component.</div> <div style="padding: 2px;">Create and embed a standard Power Apps donut chart.</div> </div>
Add visibility to the manufacturing inspection records for onsite technicians.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Configure mobile offline synchronization.</div> <div style="background-color: #e0ffe0; padding: 2px;">Add an inspection order to the work order form</div> <div style="padding: 2px;">Modify the sitemap for Dynamics 365 Field Service.</div> </div>

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your

company's applications and services with guest users from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don't have Azure AD or an

IT department. A simple invitation and redemption process lets partners use their own credentials to access your company's resources.

Note, Scenario:

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

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or

fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work



orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b>

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

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### QUESTION 13

You need to recommend a method for transferring machine information to Dynamics 365 Field Service. What should you recommend?

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

Correct Answer: A

Scenario: Information about each machine produced must be transferred to Dynamics 365 Field Service.

Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.

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

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### QUESTION 14

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

### Requirement

### Solution

Prevent editing of finalized inspection orders.

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	

Correct Answer:

## Answer Area

### Requirement

### Solution

Prevent editing of finalized inspection orders.

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	



#### 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:

1.

Connected

2.

Secure

3.

Managed

4.

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>

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#### QUESTION 15

You need to provide the IT specialists with design diagrams. What should you provide?

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

Correct Answer: A

Scenario: IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.



Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries. BPM helps you align your business processes with industry-standard processes that are described by the American Productivity and Quality Center (APQC)

Incorrect Answers:

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

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

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