

- **Vendor: Microsoft**
- **Exam Code: PL-400**
- **Exam Name: Microsoft Power Platform Developer**
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**QUESTION 64**

**Case Study 2 - Adventure Works**

**Background**

**Current environment**

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Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair work. The company has six maintenance vans that repair bicycles at various events and residences.

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The customer uses Dynamics 365 Sales, Dynamics 365 Customer Service and Dynamics 365 Field Service.

**Retail store information**

- Adventure Works Cycle has one legal entity, four warehouses, and six field service technicians.
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- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups.
- Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a Power Apps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customers check in at the retail location. The app has the following features:
  - Customer selects yes or no if they are on the mailing list.
  - Customer selects the amount of times they have visited the store.
  - Customer selects the type of service needed.
  - The search result returns all last name records that match the search term.

**Technology**

**Requirements**

- A plug-in for Dynamics 365 Sales automatically calculated the total billed time from all activities on a particular customer account, including sales representative visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Finance.
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#### **Automation**

- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
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- A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

#### **Reporting**

- The warehouse manager's dashboard must contain warehouse counting variance information.
- A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.
- Power BI must be used for reporting across the organization.

#### **User experience**

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
- All customer repairs must be tracked in the system no matter where they occur.
- Qualified leads must be collected from local bike fairs.

#### **Issues**

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#### **Internal**

- User1 reports receives an intermittent plug-in error when viewing the total bill customer time.
- User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month.
- User2 reports that sales orders have increased.
- User5 receives the error message: 'Endpoint unavailable' during a test of the technician dispatch ISV solution.
- The parts department manager who is the approver for the department is currently on sabbatical.

#### **External**

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to modify Microsoft flow to resolve CustomerCs issue.

What should you do?

- A. Add a data operation that specifies the false conditions.
- B. Add a configure run that is set to Is successful.
- C. Add a timeout setting to the approval flow.
- D. Add b condition containing approval hierarchy.

**Answer: C**

#### **Explanation:**

Scenario: CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Imagine having a process where you want to give someone a couple of days to reply to an approval. If that someone doesn't respond in time, you want to assign a new approval to another person or group of people. To achieve this you can set the timeout in the action settings.

Reference:

<https://www.o365dude.com/2018/06/02/timeout-flow-approvals/>

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## Case Study 2 - Adventure Works

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#### Technology

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##### Reporting

- The warehouse manager's dashboard must contain warehouse counting variance information.
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##### User experience

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
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- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to ensure that Adventure Works Cycle can track information from visitors to bike fairs.

What should you create?

- A. A workflow in Dynamics 365 Sales Engagement for capabilities leads
- B. A flow to capture customer data from the bike fair Power Apps in SharePoint and create a lead in Microsoft Teams.
- C. A flow that connects with the bike fair Power Apps to create a lead in Dynamic 365 Sales
- D. A Microsoft flow that generates a new customer record in SharePoint

**Answer: C**

**Explanation:**

By using a Dynamics 365 connector, you can create flows that initiate when an event occurs in Dynamics 365, or some other service, which then performs an action in Dynamics 365, or some other service.

Reference:

<https://docs.microsoft.com/en-us/power-automate/connection-dynamics365>

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#### **Technology**

##### **Requirements**

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- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

• CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.  
You need to reduce response time for the information email on the website.  
What should you create?

- A. A flow that create a notification in Microsoft Teams
- B. A power Apps app that displays the number of emails received in a dashboard
- C. A flow that creates a SharePoint item for each email response
- D. Logic app that moves all emails received to Azure Blob storage.

**Answer:** A

**Explanation:**

Scenario:

Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

Microsoft Teams is used for all collaboration.

## **QUESTION 67**

### **Case Study 2 - Adventure Works**

#### **Background**

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**Hotspot Question**

You need to select the visualization component.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Mailing list opt-in/opt-out	<input type="text"/> Flip switch Linear gauge Radial knob Linear slider
Number of store visits	<input type="text"/> Linear gauge Flip switch Pen control Input mask
Purpose of visit	<input type="text"/> Linear gauge Flip switch Radial knob Option set

Answer:

Requirement	Component
Mailing list opt-in/opt-out	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px; margin-bottom: 5px;">▼</div> <div style="background-color: #d9ead3; padding: 2px 5px;">Flip switch</div> <div style="padding: 2px 5px;">Linear gauge</div> <div style="padding: 2px 5px;">Radial knob</div> <div style="padding: 2px 5px;">Linear slider</div> </div>
Number of store visits	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px; margin-bottom: 5px;">▼</div> <div style="background-color: #d9ead3; padding: 2px 5px;">Linear gauge</div> <div style="padding: 2px 5px;">Flip switch</div> <div style="padding: 2px 5px;">Pen control</div> <div style="padding: 2px 5px;">Input mask</div> </div>
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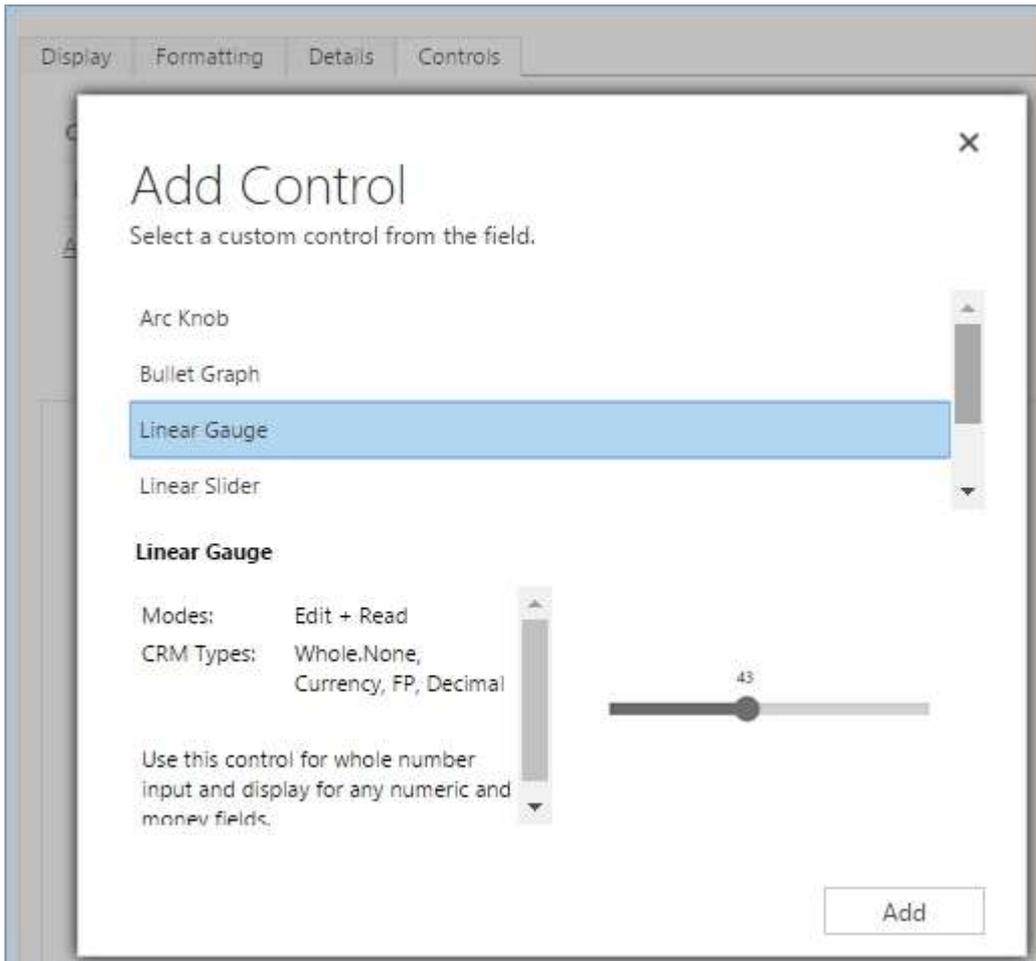
**Explanation:**

Box 1: Flip switch

The Field Type to use Flip Switch would be 'Two options'.

If you go by UI perspective, Flip switch control- Yes/No (Boolean) options would give the nice field look in the web, mobile app and Tablet. Instead of using check boxes and radio buttons, this control adds a visual effect like the On/Off switch way.

Box 2: Linear gauge



Box 3: Option Set

Option sets are the ideal choice for offering users a list of defined options for a field selection.

### QUESTION 68

#### Case Study 2 - Adventure Works

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**Drag and Drop Question**

You need to resolve the performance issue with the Total Billed customer plug-in.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Run the total billed customer time query.	
Attach the debugger to total billed customer time.	
Correct the failing plug-in code and compile.	⏪
Unregister the old version of the plug-in and reregister the new version of the plug-in.	⏩
Register and deploy the plug-in assembly.	⏪

**Answer:**

Actions	Answer Area
	Attach the debugger to total billed customer time.
	Run the total billed customer time query.
⏪	Correct the failing plug-in code and compile.
⏩	Register and deploy the plug-in assembly.
	Unregister the old version of the plug-in and reregister the new version of the plug-in.

**Explanation:**

Scenario: User1 reports that performance is slow when viewing total billed customer time.

A plug-in for Dynamics 365 Sales automatically calculates the total billed time from all activities on a particular customer account, including sales representatives' visits, phone calls, email correspondence, and repair time compared with hours spent.

**QUESTION 69**

**Case Study 3 - Contoso Pharmaceuticals**

**Background**

Contoso Pharmaceuticals manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Sales and Dynamics 365 Finance.

**Current environment**

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit order requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Sales instance.

**Requirements**

**General**

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

**Accounts**

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.

- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority\_Trigger must be created to trigger the Priority field.
- A field named Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

#### **Users**

- UserA must be able to create and publish Power Apps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting Power Apps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

#### **Reporting**

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenues under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

#### **Customizations**

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
- Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
- Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
- Fields for the doctor's name and phone number must be displayed in the customer record.
- The doctor entered on the customer's record must be validated against doctors that exist in the system.
- The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.
- When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

You need to create an application to deploy to other pharmacies.

What should you do?

- A. Navigate to Customize the System and export everything to a managed solution.
- B. Recreate customizations in a new environment.
- C. Export the solution as a managed solution.
- D. Write a Web API to move customizations.

**Answer:** A

#### **QUESTION 70**

##### **Case Study 3 - Contoso Pharmaceuticals**

##### **Background**

Contoso Pharmaceuticals manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Sales and Dynamics 365 Finance.

**Current environment**

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit order requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Sales instance.

**Requirements**

**General**

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

**Accounts**

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority\_Trigger must be created to trigger the Priority field.
- A field named Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

**Users**

- UserA must be able to create and publish Power Apps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting Power Apps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

**Reporting**

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenues under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

**Customizations**

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
- Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
- Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
- Fields for the doctor's name and phone number must be displayed in the customer record.
- The doctor entered on the customer's record must be validated against doctors that exist in the system.
- The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.

• When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits. You need to configure that the mobile app meets the requirements for phone entries. Which expression should you use?

- A. PlainText
- B. IsMatch
- C. IsType
- D. IsNumeric

**Answer:** D

**Explanation:**

Scenario: When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

## **QUESTION 71**

### **Case Study 3 - Contoso Pharmaceuticals**

#### **Background**

Contoso Pharmaceuticals manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Sales and Dynamics 365 Finance.

#### **Current environment**

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit order requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Sales instance.

#### **Requirements**

##### **General**

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

##### **Accounts**

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority\_Trigger must be created to trigger the Priority field.
- A field named Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

##### **Users**

- UserA must be able to create and publish Power Apps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting Power Apps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

##### **Reporting**

Pharmacy orders must be displayed in four graphs as follows:

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- Annual revenue over \$100,000
- Annual revenues under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

#### **Customizations**

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
  - Ensure that leads have a review stage added to the sales process.
  - Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
  - Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
  - Fields for the doctor's name and phone number must be displayed in the customer record.
  - The doctor entered on the customer's record must be validated against doctors that exist in the system.
  - The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
  - The solution must be error free so that when it is installed in other environments it does not cause issues.
  - A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
  - Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.
  - When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.
- You need to configure the trigger for account records.

Which expression should you use?

- A. ADDWEEKS(1, CreatedOn)
- B. ADDDDAYS(10, CreateOn)
- C. SUBTRACTDAYS(10, Now())
- D. DIFFINDAYS(CreatedOn, now())
- E. DIFFINWEEKS(now, 1)

**Answer: D**

#### **Explanation:**

Scenario: A trigger must be created that changes the Priority field to 1 in the Account record 10 days after an Account record is created.

DIFFINDAYS (date and time, date and time): Returns the difference in days between two Date and Time fields. If both dates and times fall on the same day, the difference is zero.

Note: Whenever we talk about history, the bone of contention are the below four fields:

CreatedOn  
ModifiedOn  
CreatedBy  
ModifiedBy

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/define-calculated-fields>

#### **QUESTION 72**

##### **Case Study 3 - Contoso Pharmaceuticals**

#### **Background**

Contoso Pharmaceuticals manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Sales and Dynamics 365 Finance.

#### **Current environment**

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit order requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.

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- Every pharmacy has its own Dynamics 365 Sales instance.

### **Requirements**

#### **General**

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

#### **Accounts**

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.
- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
- A trigger must be created that changes the Priority field to **1** in the Account record 10 days after an Account record is created.
- A field named Priority\_Trigger must be created to trigger the Priority field.
- A field named Facility type field must be added in order to select whether a customer is a retail pharmacy, wholesale pharmacy, research facility, or hospital.

#### **Users**

- UserA must be able to create and publish Power Apps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting Power Apps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

#### **Reporting**

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenues under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

#### **Customizations**

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
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- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.
- When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

#### **Drag and Drop Question**

You need to select a process to create each function.

Which process should you use? To answer, drag the appropriate processes to the correct functions. Each process 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.

**Processes**

- 
- 
- 

**Answer Area**

Function	Process
Create a Slack notification from a lead.	<input type="text" value="process"/>
Change the priority field.	<input type="text" value="process"/>
Ensure appropriate information is added to leads.	<input type="text" value="process"/>

**Answer:**

**Processes**

**Answer Area**

Function	Process
Create a Slack notification from a lead.	<input type="text" value="Microsoft Flow"/>
Change the priority field.	<input type="text" value="Workflow"/>
Ensure appropriate information is added to leads.	<input type="text" value="Business process flow"/>

**Explanation:**

Box 1: Microsoft flow

Using Microsoft Flow, you can automatically post to Slack when an event happens in Dynamics 365, enabling similar functionality that is available with the Microsoft Yammer integration with third-party collaboration tools.

Box 2: Workflow

Box 3: Business process flow

A business process flow is composed of Stages, and within each stage there are Steps to complete which are fields. In the business process flow heading, a user can see which stage they are at in the process, and which steps they need to complete before they proceed in the process.

Business process flows enable you to require users to complete certain steps before completing the process and if needed you can also allow users to jump stages.

**QUESTION 73**

**Case Study 3 - Contoso Pharmaceuticals**

**Background**

Contoso Pharmaceuticals manufactures and sells drugs to retail and wholesale pharmacies, hospitals, and research facilities.

The company plans to implement Dynamics 365 Sales and Dynamics 365 Finance.

**Current environment**

- Contoso maintains a Microsoft Excel workbook that lists all drugs they supply.
- Pharmacies submit order requests through email.
- All information at customer locations is handwritten by customer representatives.
- Contoso uses Cerner, which is a medical industry application that uses a proprietary database.
- Some accounts are referrals from other pharmacies.
- Every pharmacy has its own Dynamics 365 Sales instance.

**Requirements**

**General**

Contoso wants to ensure that there is minimal custom code and custom connectors in the system.

**Accounts**

- Ensure that the names of the pharmacies are synced between the accounting and the customer management systems.

- Account numbers should be entered automatically into the pharmaceutical system that is in a Cerner database and kept in sync.
- When the account is entered into the system, extra fields must appear if the referral customer box is selected. If the box is not selected, the extra fields must not appear.
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- A field named Priority\_Trigger must be created to trigger the Priority field.
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#### **Users**

- UserA must be able to create and publish Power Apps apps.
- UserB must be the owner of all the systems and be able to provide permissions and create all new environments.
- UserC must be able to create apps connected to the systems and update the security roles and entities.
- Pharmacy representatives must only be able to run the apps and access their own records.
- Access to the accounting Power Apps app must be restricted to accounting team members.
- End users must have minimum access to the required systems.
- Only supervisors must be able to view phone numbers in the Accounts form.
- Developers must be able to create new apps for all users.
- Sales users must only have access to their own records.

#### **Reporting**

Pharmacy orders must be displayed in four graphs as follows:

- Annual revenue over \$100,000
- Annual revenues under \$100,000
- Research facilities
- Hospitals

The graphs must be interactive, and users must be able to drill down on any dimension.

#### **Customizations**

- Ensure that notifications are sent to the sales team when a lead is added by using Slack.
- Ensure that leads have a review stage added to the sales process.
- Doctors must be manually added to a custom entity named Doctor if the doctor is not listed.
- Refill dates for customer prescriptions should be automatically determined and a notification should be sent to the customer.
- Fields for the doctor's name and phone number must be displayed in the customer record.
- The doctor entered on the customer's record must be validated against doctors that exist in the system.
- The new solution will be sold to other pharmacies for use. The application must not allow changes to be made.
- The solution must be error free so that when it is installed in other environments it does not cause issues.
- A custom mobile app must be created to allow salespeople to add or search by pharmacy name.
- Pharmacy records must be uniquely identified by pharmacy name, address, contact name, and phone number.
- When a pharmacy is added by using the mobile app, the phone number must be validated to be all digits.

#### **Drag and Drop Question**

You need to assign the minimum environment security role to the appropriate users.

Which security roles should you use? To answer, drag the appropriate security roles to the correct users. Each security role 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.

**Security roles**

System Administrator
System Customizer
Common Data Service User
Environment Maker

**Answer Area**

User	Security role
UserA	Security role
UserB	Security role
UserC	Security role
All employees	Security role

**Answer:**

**Security roles**

System Administrator
System Customizer
Common Data Service User
Environment Maker

**Answer Area**

User	Security role
UserA	Common Data Service User
UserB	Environment Maker
UserC	System Administrator
All employees	System Customizer

**Explanation:**

Box 1: Common Data Service User

UserA must be able to create and publish PowerApps apps.

Common Data Service directly against your core business data already used within Dynamics 365 without the need for integration.

Build Apps against your Dynamics 365 Data

Manage reusable Business logic and rules

Reusable skills across Dynamics 365 and Power Apps

Box 2: Environment Maker

UserB must be the owner of all the systems and be able to provide permissions and create all new environments.

The Environment Maker role can create resources within an environment including apps, connections, custom connectors, gateways, and flows using Power Automate.

Box 3: System Administrator

UserC must be able to create apps connected to the systems and update the security roles and entities.

System Administrator is the highest level role which encompasses all the privileges and has over-riding rights. The

System Administrator has the authority to allow and remove access of other users and define the extent of their rights.

For example, the System Administrator and the System Customizer are given access to custom entities by default while all other users need to be given access. This is the only role that cannot be edited.

Box 4: System Customizer

End users must have minimum access to the required systems. Sales users must only have access to their own records.

The System Customizer role is similar to the System Administrator role which enables non- system administrators to customize Dynamics 365. A Customizer is a user who customizes entities, attributes and relationships.

**QUESTION 74**

An organization implements Dynamics 36S Supply Chain Management.

You need to create a Microsoft Flow that runs daily.

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What are two possible ways to achieve this goal? Each correct answer presents a complete solution.  
NOTE: Each correct selection is worth one point.

- A. Create the flow and set the now frequency to daily and the interval to 1.
- B. Create the flow and set the (low frequency to hourly and the value to 24.
- C. Create the flow and set the flow frequency to hourly and the value to 1.
- D. Create the flow and set the flow frequency to daily and the interval to 24.

**Answer:** AD