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➢ **Vendor: Microsoft**

➢ **Exam Code: PL-600**

➢ **Exam Name: Microsoft Power Platform Solution Architect**

➢ **New Updated Questions from Braindump2go (Updated in October/2021)**

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QUESTION 84
Hotspot Question
A company reports the following issues with an existing data management system.
- Users cannot search for specific records by using a user-friendly ID or record
identifier.
- Users occasionally enter data into fields that is not required.
- The record form displays all fields. Many of the fields are not used.
You need to ensure that the Power Platform solution will ensure data quality can be properly maintained.
Which component should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	Business rule Autonumber column Business process flow Duplicate detection rule
You must prevent data entry into columns that do not require entry.	Business rule Real time workflow Business process flow Duplicate detection rule

Answer:

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	▼ Business rule / **Autonumber column** / Business process flow / Duplicate detection rule
You must prevent data entry into columns that do not require entry.	▼ **Business rule** / Real time workflow / Business process flow / Duplicate detection rule

Explanation:
Box 1: Autonumber column
Autonumber columns are columns that automatically generate alphanumeric strings whenever they are created.
Box 2: Business rule
By combining conditions and actions, you can do any of the following with business rules:
Enable or disable columns
Set column values
Clear column values
Set column requirement levels
Show or hide columns
Validate data and show error messages
Create business recommendations based on business intelligence.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/autonumber-fields
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

QUESTION 85
Drag and Drop Question
A new customer asks you to design a solution for a Power Apps app that uses Microsoft Dataverse.
The customer wants to keep the service process simple and save on both licensing and development time.
You need to recommend solutions for the customer.
What should you recommend? To answer, drag the appropriate setting to the correct drop targets. Each source 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.

Solutions		Answer Area	
		Scenario	Solution
Canvas app		Show the app in Microsoft Outlook.	Solution
Model-driven app		Use Universal Resource Scheduling.	Solution
Dynamics 365 Customer Service		Take notes on a mobile phone and record GPS coordinates automatically.	Solution

Answer:

Solutions	Answer Area	
	Scenario	**Solution**
	Show the app in Microsoft Outlook.	Model-driven app
	Use Universal Resource Scheduling.	Dynamics 365 Customer Service
	Take notes on a mobile phone and record GPS coordinates automatically.	Canvas app

Explanation:
Box 1: Model-drive app
Integration with Microsoft Outlook requires a Model-driven app.
Box 2: Dynamics 365 Customer Service
Schedule anything in Dynamics 365 using Universal Resource Scheduling. You can enable scheduling for any entity in Dynamics 365 Sales, Field Service, Customer Service, and Project Service Automation, including custom entities.
Box 3: Canvas app
Reference:
https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling

QUESTION 86
Drag and Drop Question
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.

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

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

Explanation:
Box 1: Dynamics 365 Customer Insights

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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 87
You are designing a Power Platform solution for a company. The company issues each employee a tablet device.
The company wants to simply the opportunity management processes and automate when possible. The company identifies the following requirements:
- Users must have a visual guide to know which data to enter in each step of the opportunity management process.
- The system must automatically assign the opportunity to a manager for approval once all data is entered.
- The system must notify an assignee each time an opportunity is assigned to them by using push notifications.
- When a user selects a push notification, the associated opportunity must display.
You need to recommend the Power Platform components that will meet their requirements.
Which three Power Platform components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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

Answer: ABE
Explanation:
A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process.
B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for Power Apps mobile by using the Power Apps Notification connector. You can send notifications to any app that you create in Power Apps.
E: 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.
Reference:
https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview
https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification

QUESTION 88
A company is struggling to gather insights from won and lost opportunities.
Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:
- Track opportunities and reasons for the win or loss of opportunities in the context of other related data.
- Display data to users as charts and tables and provide drill-through capabilities.
You need to recommend a Power Platform tool to help the client visualize the data.
Which two technologies should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Power BI
B. Power Automate
C. Power Virtual Agents
D. Power Apps

Answer: AD
Explanation:
A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. It is part of the Microsoft Power Platform.
D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service (https://powerbi.com) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.
Reference:
https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps

QUESTION 89
A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads.
You need to recommend a solution that will incorporate this checklist.
What should you recommend?

A. Microsoft Customer Voice
B. Business Process Modeler task guide
C. Dashboards
D. Business Process Flow

Answer: D

QUESTION 90
Hotspot Question
A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.
The company reports the following data quality issues with the existing solution:
- Users often encounter a character limit when entering data.
- The database includes multiple instances of duplicate records.
You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform solution.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	▼
	Define a data mask.
	Define and implement duplicate detection rules.
	Define the data type and format for each column.
The database includes multiple instances of some records.	▼
	Define requirements for data entry.
	Define and implement duplicate detection rules.
	Define the data type and format for each column.

Answer:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	▼
	Define a data mask.
	Define and implement duplicate detection rules.
	Define the data type and format for each column.
The database includes multiple instances of some records.	▼
	Define requirements for data entry.
	Define and implement duplicate detection rules.
	Define the data type and format for each column.

Explanation:
Box 1: Define the data type and format for each column
Increase the data type size of the column.
Box 2: Define and implement duplicate detection rules
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean

QUESTION 91
Hotspot Question
A company is creating a Power Platform solution to manage employees.
The company has the following requirements:
- Allow only the human resource manager to change an employee's employment status when an employee is dismissed.
- Allow only approved device types to access the solution and company data.
You need to recommend a solution that meets the requirements.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Allow only the human resource manager to change an employee's employment status when an employee is dismissed.	▼ Team access Privacy preference Field security profile Hierarchy security profile
Allow only approved device types to access the solution and company data.	▼ Endpoint security Compliancy policy Conditional access Mobile threat integration

Answer:

Answer Area

Requirement	Configuration
Allow only the human resource manager to change an employee's employment status when an employee is dismissed.	▼ Team access Privacy preference **Field security profile** Hierarchy security profile
Allow only approved device types to access the solution and company data.	▼ Endpoint security **Compliancy policy** Conditional access Mobile threat integration

Explanation:
Box 1: Field security profile
Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.
Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles.
Box 2: Compliancy policy
Compliance policy settings – Tenant-wide settings that are like a built-in compliance policy that every device receives. Compliance policy settings set a baseline for how compliance policy works in your Intune environment, including whether devices that haven't received any device compliance policies are compliant or noncompliant.
Note: Mobile device management (MDM) solutions like Intune can help protect organizational data by requiring users and devices to meet some requirements. In Intune, this feature is called compliance policies.
Compliance policies in Intune:
Define the rules and settings that users and devices must meet to be compliant.
Include actions that apply to devices that are noncompliant. Actions for noncompliance can alert users to the conditions of noncompliance and safeguard data on noncompliant devices.
Can be combined with Conditional Access, which can then block users and devices that don't meet the rules.
Reference:

https://docs.microsoft.com/en-us/power-platform/admin/field-level-security
https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started