

- **Vendor: Microsoft**
- **Exam Code: PL-600**
- **Exam Name: Microsoft Power Platform Solution Architect**
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QUESTION 87

You are designing a 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:

- 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:

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- 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.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">▼</div> <div style="padding: 2px;">Define a data mask.</div> <div style="padding: 2px;">Define and implement duplicate detection rules.</div> <div style="padding: 2px;">Define the data type and format for each column.</div> </div>
The database includes multiple instances of some records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">▼</div> <div style="padding: 2px;">Define requirements for data entry.</div> <div style="padding: 2px;">Define and implement duplicate detection rules.</div> <div style="padding: 2px;">Define the data type and format for each column.</div> </div>

Answer:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">▼</div> <div style="padding: 2px;">Define a data mask.</div> <div style="padding: 2px;">Define and implement duplicate detection rules.</div> <div style="padding: 2px; background-color: #e0ffe0;">Define the data type and format for each column.</div> </div>
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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.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">Team access</div> <div style="padding: 2px;">Privacy preference</div> <div style="padding: 2px;">Field security profile</div> <div style="padding: 2px;">Hierarchy security profile</div> </div>
Allow only approved device types to access the solution and company data.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">Endpoint security</div> <div style="padding: 2px;">Compliance policy</div> <div style="padding: 2px;">Conditional access</div> <div style="padding: 2px;">Mobile threat integration</div> </div>

Answer:

Answer Area

Requirement	Configuration
Allow only the human resource manager to change an employee's employment status when an employee is dismissed.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">Team access</div> <div style="padding: 2px;">Privacy preference</div> <div style="padding: 2px; background-color: #e0f0e0;">Field security profile</div> <div style="padding: 2px;">Hierarchy security profile</div> </div>
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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: Conditional Access

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>

<https://docs.microsoft.com/en-us/azure/active-directory/conditional-access/overview>

QUESTION 92

You are designing a Power Platform solution for a company.

Users must be granted access only to data that is relevant to them.

You need to recommend actions to meet the requirements.

Which two recommendations should you make? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Add column security profiles to applicable teams.
- B. Define and configure security roles.
- C. Create teams and assign security roles and users to the teams.
- D. Create business units and assign security roles to the business units.

Answer: BC

Explanation:

To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. You do this by setting up business units, security roles, and field security profiles.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

QUESTION 93

Hotspot Question

You are supporting a recent go-live for a model-driven app that includes mobile offline functionality.

Users report the following issues:

- The process of downloading initial metadata for the app takes hours to complete.
- Some account views are unavailable when the app is offline.
- Changes to users' security privileges are not reflected in the mobile app.
- Contact data is not available when the app is offline.

You need to resolve the mobile app performance issues.

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

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p>Synchronize the mobile app.</p> <p>Remove organization data filters.</p> <p>Reduce records included in the profile filter.</p> </div> </div>
Changes to users' security privileges are not reflected in the mobile app.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p>Synchronize the mobile app.</p> <p>Reduce records included in the profile filter.</p> <p>Remove reference to tables not included in mobile profile.</p> </div> </div>
Some account views are unavailable when the app is offline.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p>Synchronize the mobile app.</p> <p>Reduce records included in the profile filter.</p> <p>Remove reference to tables not included in mobile profile.</p> </div> </div>
Contact data is not available when the app is offline.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p>Reduce records included in the profile filter.</p> <p>Update mobile profile to include contact information.</p> <p>Remove reference to tables not included in mobile profile.</p> </div> </div>

Answer:

Answer Area

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">Synchronize the mobile app.</div> <div style="padding: 2px;">Remove organization data filters.</div> <div style="padding: 2px; background-color: #e0ffe0;">Reduce records included in the profile filter.</div> </div>
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Explanation:

<https://knowledgefrommanish.com/powerapps/power-apps-mobile-app-mobile-offline-capability-for-model-driven-apps/>

QUESTION 94

A company wants to create a Power Automate flow that posts marketing events to social media. The company must ensure that the postings adhere to regulatory requirements for handling of personally identifiable information (PII) data. The company will not post events to unauthorized social media platforms. You need to ensure that the requirement is met. Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Configure the relevant connector so that is part of the **Non-Business** data group category.
- B. Create a security role to prevent data export.
- C. Configure an Azure Active Directory (AAD) security role for the maker to the environment.
- D. Create a Data Loss Protection (DLP) policy.
- E. Configure the relevant connector so that it is part of the **Blocked** data group category.

Answer: DE

Explanation:

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

QUESTION 95

Case Study 2 - Relecloud

Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment

- The company uses Microsoft Office 365.
- The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a

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reservation and can save the meal choices as a customer preference.

- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.
- The company uses vendors to service aircraft.

Environment

- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.
- Minimize the use of third-party products and custom development.
- Reduce customer support call volumes by having the system automatically resolve common issues.
- The security rule for agents must contain the privileges in the default Customer Service Representative security role.
- Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity.
- Application use layout should be role specific.

Agents

- You must standardize the format used by agents to enter customer phone numbers.
- Agents need a solution to replace paper reservation checklists.
- Agents need dashboards to show a current count of all reservations on the entity.
- Agents need a way to track reservation issues.
- Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
- Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
- Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT

- IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
- IT staff needs a system that is easy to navigate to active cases.
- IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
- IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management

- Management requires paginated reports for stakeholders.
- Management wants to provide frequent flyers with better service when the flyers call.
- Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance

- Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
- Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

You need to select an appropriate app for Relecloud.

Which app should you recommend?

- A. Dynamics 365 Field Service
- B. Dynamics 365 Sales
- C. Dynamics 365 Project Operations
- D. Dynamics 365 Customer Service

Answer: D

Explanation:

Microsoft Dynamics 365 Customer Service is a module for customer service automation that streamlines case and knowledge management, enables personalized customer service with a 360-degree customer view, and provides visibility into customer service department performance with dashboards and reports.

Reference:

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

QUESTION 96

Case Study 2 - Relecloud

Background

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Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment

- The company uses Microsoft Office 365.
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- Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

Answer: C

Explanation:

With an ERD you can understand the model and relationships so you can create the reports on top of that.

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· Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.

· Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

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

Answer: A

Explanation:

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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 98

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- Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for each job role
- B. one app for each user
- C. one app for all employees of the team
- D. one app for each team of employees

Answer: A

Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. Managers need to see all customer dashboards at the top of their menu on their mobile device.