Exam Code: PL-600
Exam Name: Microsoft Power Platform Solution Architect

02 - Perform solution envisioning and requirement analyses

Case study

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Background

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual. The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment

Existing systems and processes

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. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory. An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements

General

There is no standardized communication tool across the company, and this causes communication issues between different teams. First up employees must be able to contact each other by using a secure system to ask and answer questions about jobs and potential workers.

Workers must be able to communicate in near real-time with worker support agents.

You must minimize development and administrative effort required to implement the solution.

Client company visits

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality. Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record. Job history information

The solution must provide a worker appointment booking system that can access worker historical job placement data. The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker. Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate. 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.

Worker access

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters. Workers must be able to view their records online.

Workers must be able to enter any additional information that is required by or may be helpful to recruiters. The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot.

Workers must be able to provide information to a recruiter as needed.

Data platform

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices. You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

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

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.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.

Some security clearance information for workers not visible from within the Power Platform solution. Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

QUESTION 1
You need to recommend a reporting solution for the organization.
Which two options should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. AI Builder

B. SQL Server Reporting Services (SSRS)

C. Dynamics 365

D. Power BI

Correct Answer: B, C
Section:
Explanation:
Scenario:
The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices. B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.
C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.
Incorrect Answers:
D: Scenario: Users cannot view Power BI reports within the Power Platform apps.
Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app, which updates in real time as you make changes to your report.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866 https:// docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual

QUESTION 2
DRAG DROP
You need to recommend the appropriate messaging channel solutions for the organization.
What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Messaging options

Power Apps portals

Dynamics 365 Customer Service

Omnichannel for Customer Service dashboard

User type

Worker support agents

Workers

Messaging option

Correct Answer:

Answer Area

Messaging options

Power Apps portals

User type

Worker support agents

Workers

Messaging option

Omnichannel for Customer Service dashboard

Dynamics 365 Customer Service

Section:
Explanation:

Box 1: Omnichannel for Customer Service dashboard

Scenario: Workers must be able to communicate in near real-time with worker support agents.

The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well. Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service

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

Reference:

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

QUESTION 3

You need to recommend a solution for handling data entry requirements for the mobile audit teams.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player

B. Canvas app within a browser

C. Dynamics 365 Field Service app

D. Dynamics 365 App for Outlook

Correct Answer: A, B

Section:

Explanation:

Scenario:

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.

Reference: https://docs.microsoft.com/en-us/powerapps/user/run-app-browser

QUESTION 4

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

Technologies

| Microsoft Teams |

| Power Apps portals |

| Microsoft 365 Business Voice |

Group of users   **Technology**

First Up employees

Workers

Correct Answer:

Answer Area

Technologies

| |

| Power Apps portals |

| |

Group of users   **Technology**

First Up employees | Microsoft Teams |

Workers | Microsoft 365 Business Voice |

Section:

Explanation:

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:

Connected

Secure

Managed

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

03 - Perform solution envisioning and requirement analyses

Case study

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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 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.

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.

QUESTION 1
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

Correct Answer: D
Section:
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 2
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
Section:
Explanation:
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 & 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

QUESTION 3
You need to recommend a feature that erases agent workloads and resolves reported issues.
What should you recommend?

A. Dynamics 365 Customer Service default functionality

B. Microsoft AppSource

C. Microsoft Store

Correct Answer: A
Section:
Explanation:
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 4
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
Section:
Explanation:
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

QUESTION 5
You need to recommend a solution for agents when working with customers to make reservations.
What should you recommend?

A. task flows

B. Business Process Flows

C. workflows

D. Power Automate

Correct Answer: B
Section:
Explanation:
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.
Use business process flows to define a set of steps for people to follow to take them to a desired outcome.
With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.
Scenario:
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.

QUESTION 6
You need to recommend a solution to collect the information required to meet reporting requirements. What should you recommend?

A. Business process flow

B. Business rule

C. Business event

D. Business process modeler

Correct Answer: A
Section:
Explanation:

01 - Architect a solution

QUESTION 1
A company has a Power Platform environment that connects to a third-party marketing application.
The company reports that the data in the Power Platform lead table does not match data from the marketing application. Issues include:
The owner data in the lead table and the third-party application do not match.
The Topic column has more information than the related record from the marketing application.

There are differences in how telephone numbers are formatted.

You need to determine which processes are causing the issues.

Which three processes may be causing the differences observed? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Dataflow

B. Business rule

C. Classic workflow

D. Power Automate cloud flow

E. Duplicate detection rule

Correct Answer: A, B, C
Section:
Explanation:
A: With advanced data preparation available in Power Apps, you can create a collection of data called a dataflow, which you can then use to connect with business data from various sources, clean the data, transform it, and then load it to Microsoft Dataverse or your organization's Azure Data Lake Gen2 storage account.

B: By combining conditions and actions, you can do any of the following with business rules: Set column values Clear column values

Set column requirement levels

Show or hide columns

Enable or disable columns

Validate data and show error messages

Create business recommendations based on business intelligence.

C: Duplicate detection works by comparing generated match codes of existing records with each new record being created. These match codes are created as each new record is created. Therefore, there is potential for one or more duplicate records to be created if they are processed at the exact same moment. In addition to detecting duplicates as they are created, you should schedule duplicate detection jobs to check for other potential duplicate records.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-and-use-dataflows https://docs.microsoft.com/en-us/powerapps/ developer/data-platform/duplicaterule-entities

QUESTION 2
HOTSPOT
A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

Notify the sales managers when an Opportunity changes sales stage.

Notify the sales managers when the pipeline drops below 2.5M USD.

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which combination of solutions should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Notify the sales manager when an Opportunity changes sales stage.

▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, data alerts, and Microsoft Office 365 connector

Notify the sales managers when the pipeline drops below 2.5 USD.

▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

▼
Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Answer Area:

Answer Area

Notify the sales manager when an Opportunity changes sales stage.

Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, data alerts, and Microsoft Office 365 connector

Notify the sales managers when the pipeline drops below 2.5 USD.

Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Section:

Explanation:

Box 1: Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft 365 Outlook connector Use Microsoft Dataverse as the data source.

While Power Automate is a robust tool with ever-expanding capabilities, it also handles simple tasks with grace. A universal business need for many organizations is the ability to automate email notifications based on certain criteria: an opportunity is won, send an email to the sales manager; a case is closed, send an email to the customer; a work order is completed, send an email to the customer. Power Automate can easily accommodate this using the Microsoft 365 Outlook connector.

Box 2: Microsoft Power Automate, Power Bi data alerts, and Microsoft 365 connector

Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.

Box 3: Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Reference:

https://www.velosio.com/blog/2021/01/27/tracking-emails-the-right-way-with-power-automate/

https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts

QUESTION 3

HOTSPOT

You are supporting the go-live process for a company. The company is responsible for migrating data to the Power Platform by using a custom solution.

The company reports the following issues:

Migration processes fail due to operation timeouts.

Records that include lookup columns often fail to load.

You need to recommend a 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	Solution
Migration processes fail due to operation timeouts.	▼
	Increase multithreading and/or batch size settings.
	Decrease multithreading and/or batch size settings.
	Ensure you are loading data into all tables at the same time.
	Ensure you are loading data into tables in a particular order.
Records that include lookup columns often fail to load.	▼
	Increase multithreading and/or batch size settings.
	Decrease multithreading and/or batch size settings.
	Ensure you are loading data into all tables at the same time.
	Ensure you are loading data into tables in a specific order.

Answer Area:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	**Increase multithreading and/or batch size settings.** ▼ Decrease multithreading and/or batch size settings. Ensure you are loading data into all tables at the same time. Ensure you are loading data into tables in a particular order.
Records that include lookup columns often fail to load.	Increase multithreading and/or batch size settings. ▼ Decrease multithreading and/or batch size settings. Ensure you are loading data into all tables at the same time. **Ensure you are loading data into tables in a specific order.**

Section:
Explanation:
Box 1: Increase multithreading and/or batch size settings
Box 2: Ensure you are loading data in a specific order.
Load the base tables in the hierarchies first.

QUESTION 4
HOTSPOT
A company plans to create a Power Platform solution that integrates with Dynamics 365 Sales.
The solution must meet the following requirements:
Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication. An external system needs to send data to the company's Dynamics 365 Sales solution.
You need to recommend the most suitable solution to integrate Dynamics 365 Sales with both systems.
What should you recommend? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	▼
	Use virtual tables.
	Use a custom plug-in.
	Use Dynamics 365 Web API.
	Use a web resource to display data.
External system sends data to Dynamics 365 Sales.	▼
	Use a custom plug-in.
	Use Dynamics 365 Web API.
	Use a web resource to display data.

Answer Area:

Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	Use virtual tables. (selected) Use a custom plug-in. Use Dynamics 365 Web API. Use a web resource to display data.
External system sends data to Dynamics 365 Sales.	Use a custom plug-in. Use Dynamics 365 Web API. (selected) Use a web resource to display data.

Section:

Explanation:

Box 1: Use Virtual tables

A virtual entity is a custom entity in Dynamics 365 Customer Engagement (on-premises) that has fields containing data from an external data source. Virtual entities appear in your app to users as regular entity records, but contain data that is sourced from an external database, such as an Azure SQL Database. Records based on virtual entities are available in all clients including custom clients developed using the Dynamics 365 Customer Engagement Web Services.

Box 2: Use Dynamics 365 Web API.

Dynamics 365 Web Services API: Many times, straight database-to-database integrations aren't a possibility. In these cases, the development of a solution may depend on utilization of the Dynamics 365 Customer Engagement web services API (Application Programming Interface).

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-virtual-entities

QUESTION 5

HOTSPOT

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.

Hot Area:

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 Area:

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.

Section:
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 6
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

Correct Answer: D
Section:

QUESTION 7
You are designing tables and columns for a Power Platform solution.
The solution will contain an interactive experience dashboard.
You need to ensure that the columns you create can be used as global filters for the dashboard.
Which two data types can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Multiline Text
B. Choice
C. Text
D. Yes/NoE. Lookup

Correct Answer: B, D
Section:
Explanation:
With interactive dashboards, a chart uses the color assigned to the categories that make up the different values, even if the chart is configured to use random colors, when the chart is configured to be grouped by any of the following column types:
Choice
Yes/No Status Reason
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards

QUESTION 8
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.

Correct Answer: B, D
Section:
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 9
A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Power Platform solution. You need to recommend a data-loading solution.
What should you recommend?

A. Use the Excel Template feature.

B. Add the contacts to a static worksheet.

C. Use the Import from Excel feature.

Correct Answer: A
Section:
Explanation:
Import data that's stored somewhere else into your model-drvien app using the import feature in Power Apps. Every table has required columns that must exist in your input file. It's recommended that you download an Excel template, add your data, and then import the file to your app. The template saves time and effort. Don't add or modify columns in the template to avoid issues during the import.
Note:
Step 1: Download an Excel template
To avoid mapping issue, it's recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don't add or modify columns in the template to avoid issues during the import process.
Step 2: Import your data
Use the template that you downloaded in the previous step (modified with your data) and import the file to your app.
Reference: https://docs.microsoft.com/en-us/powerapps/user/import-data

QUESTION 10
You are designing the data model for a school. The school wants to track students' enrollments in courses. The system must meet the following requirements:
Track the courses in which each student is enrolled.
Track the students that are enrolled in each course.
Track dates when each student enrolled in each course and the person who approved the enrollment. Allow users to create a report that details which students are enrolled in which courses. You need to recommend a data model that will fit the school's requirements.
Which logical model should you recommend?
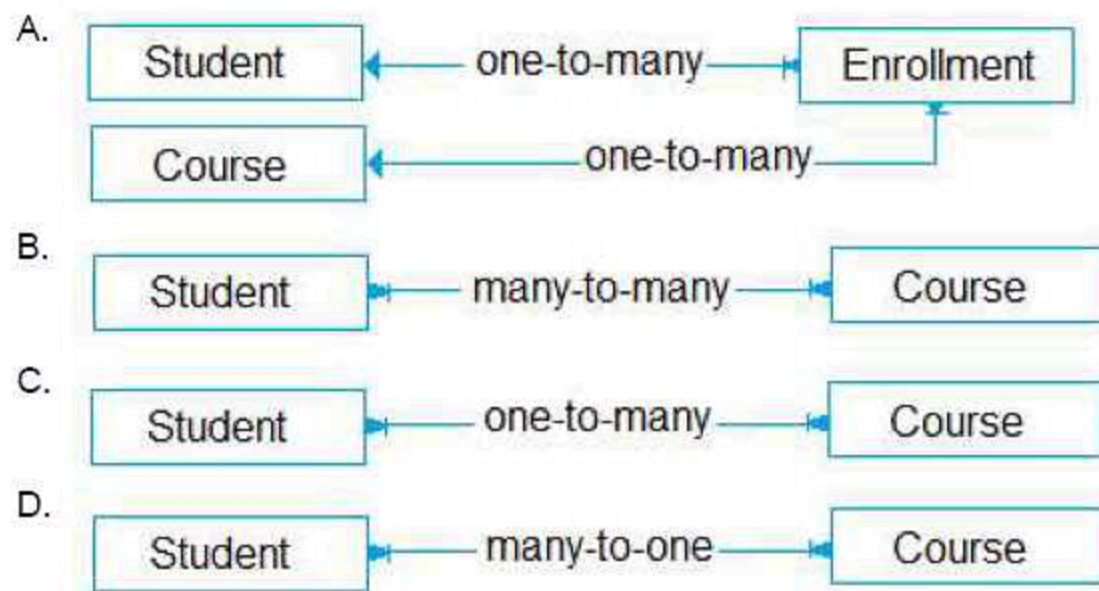
A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A
Section:
Explanation:
Need a relationship table.
N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table. When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

QUESTION 11
You are designing a database table for a client.
You have the following requirements:
Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values. Prevent the addition of duplicate colors based on the hexadecimal value for the color.
You need to recommend a design for the table.
Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Mark the hex value column as business required.

B. Configure and schedule a recurring bulk record deletion job.

C. Create alternate keys for the table.

D. Mark the RGB value column as business required.

Correct Answer: C, D
Section:
Explanation:
B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app. C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to

define which columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity

QUESTION 12
A company is implementing Dynamics 365 Sales.
The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations. When users update a line item on a quote, they expect to see an updated total for the quote in real time.
Users are reporting inconsistent behavior, with some aggregations taking up to two hours. You review the system design and notice many asynchronous workflows.
You need to recommend a solution to enable the calculation in real time.
Which two options should you recommend? Each answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Consolidate asynchronous workflow into a single real-time workflow.

B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.

C. Implement a business process flow to replace the existing workflows.

D. Convert the asynchronous workflows to a synchronous plug-in.

Correct Answer: A, B
Section:

QUESTION 13
You are designing a model-driven app that allows a company to manage sales opportunities.
The company has a complex security model that includes the following requirements:
The vice president of sales must be able to see opportunities for sales managers and sales representatives. Sales managers must be able to see opportunities for all sales representatives. Sales representatives must only see opportunities that they own. You need to recommend security tools for controlling user access.
Which two tools should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Account hierarchy

B. Field security profile

C. Position hierarchy

D. Security roles

Correct Answer: C, D
Section:
Explanation:
With the position hierarchy security, a user at a higher position has access to the records owned by a lower position user or by the team that a user is a member of, and to the records that are directly shared to the user or the team that a user is a member of.
The hierarchy security model is an extension to the earlier security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/hierarchical-security-control-access-entities

QUESTION 14
A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf. The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution. You need to recommend a solution to combine the room and shelf fields into a single column during the import process.
Which tool should you recommend?

A. Power Platform dataflows

B. Data Import Wizard

C. import from CSV

D. Microsoft Excel Online

Correct Answer: B

Section:

Explanation:

Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files. Use transformation mapping to modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table. Note:

To implement data import, you typically do the following:

Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file. Create a data map or use an existing data map. Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file. Create a data map or use an existing data map. Associate an import file with a data map.

Upload the content from a source file to the associated import file.

Parse the import file.

Transform the parsed data.

Upload the transformed data into the target Dataverse server.

Reference: https://docs.microsoft.com/en-us/powerapps/developer/data-platform/import-data https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import

QUESTION 15

HOTSPOT

You are designing a Power Platform solution for a company.

You have the following requirements:

Users in the human resources department must be able to create tasks.

Users in the human resources department must be able to assign cases to other users.

You need to recommend security settings to the company.

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

Business requirement	Solution
Users in the human resources department must be able to create tasks.	▼
	Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level rights to the human resources case table.
Users in the human resources department must be able to assign cases to other users.	▼
	Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level assign rights to the human resources case table.

Answer Area:

Answer Area

Business requirement	Solution
Users in the human resources department must be able to create tasks.	▼
	Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level rights to the human resources case table.
Users in the human resources department must be able to assign cases to other users.	▼
	Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. **Assign organization-level assign rights to the human resources case table.**

Section:

Explanation:

Box 1: Assign only Create rights to activities

You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities.

Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.

Box 2: Assign User-level assign rights to human resources case table.

Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To.

For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Incorrect Answers:

For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't.

Reference:

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

https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds

QUESTION 16

HOTSPOT

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.

The company has the following requirements:

Portal users must only see the notes for the cases that they manage.

Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

Which entity permission scope should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area:

Answer Area

Requirement	Scope
Portal users must only see the notes for the cases that they manage.	▼ Self / Parent / *Contact* / Account
Portal users must only see cases that are submitted by their colleagues.	▼ Self / Global / Contact / *Account*

Section:
Explanation:
Box 1: Contact
With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's contact record via a defined relationship.
Box 2: Account
With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.
This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user having this permission can view all the leads of only the parent account of the user.
Incorrect Answers:
Self Scope allows you to define the rights a user has to their own Contact (Identity) record. Users can use entity forms or web forms to make changes to their own Contact record linked with their profile.
Parental scope: In this most complex case, permissions are granted for an entity that is a relationship away from an entity for which an Entity Permission record has already been defined. This permission is actually a child record of the parent entity permission.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/assign-entity-permissions

QUESTION 17
HOTSPOT

A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook.

The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees. The company needs the following custom table relationships defined:

Associate educators with a list of their professional qualifications.
Assign a primary educator to each course that is held.
Collect information about every course that is held.
You need to determine the type of relationship that best fits the requirement.
Which type of table relationship should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Relationship
Educators must be associated with their qualifications.	▼
	Many-to-many relationship that uses a system generated table
	Many-to-many relationship that uses a custom table
	One-to-many relationship
When a course is held there must be a primary educator assigned.	▼
	Many-to-many relationship that uses a system generated table
	Many-to-many relationship that uses a custom table
	One-to-many relationship
When a course is held, the company needs to collect information on that session.	▼
	Many-to-many relationship that uses a system generated table
	Many-to-many relationship that uses a custom table
	One-to-many relationship

Answer Area:

Answer Area

Requirement	Relationship
Educators must be associated with their qualifications.	▼ Many-to-many relationship that uses a system generated table Many-to-many relationship that uses a custom table **One-to-many relationship**
When a course is held there must be a primary educator assigned.	▼ Many-to-many relationship that uses a system generated table Many-to-many relationship that uses a custom table **One-to-many relationship**
When a course is held, the company needs to collect information on that session.	▼ Many-to-many relationship that uses a system generated table **Many-to-many relationship that uses a custom table** One-to-many relationship

Section:

Explanation:

Reference:

Box 1: One-to-many relationship

Each educator can have 0, 1, or many qualifications

Box 2: One-to-many relationship

Each educator can be the primary educator for 0, 1 or many cources.

Box 3: Many-to-many relationship that uses a custom table.

Note: N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table.

Reference:

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

QUESTION 18

HOTSPOT

You are designing the security model for a Power Platform solution.

The security model must meet the following requirements:

Restrict sharing of data between Power Automate connectors.

Ensure that environment administrators only see users who require access in the enabled user list.

You need to recommend security features 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

Requirement	Feature
Restrict sharing of data between Power Automate connectors	▼ Security group Data loss prevention policy
Ensure that environment administrators only see users who require access in the enabled user list.	▼ Security group Data loss prevention policy

Answer Area:

Answer Area

Requirement	Feature
Restrict sharing of data between Power Automate connectors	▼ Security group **Data loss prevention policy**
Ensure that environment administrators only see users who require access in the enabled user list.	▼ **Security group** Data loss prevention policy

Section:
Explanation:

Box 1: Data loss prevention policy

Data loss prevention (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. Box 2: Security group

If your company has multiple Microsoft Dataverse environments, you can use security groups to control which licensed users can be a member of a particular environment.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention
https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

QUESTION 19
HOTSPOT
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.

Hot Area:

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 Area:

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

Section:

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

02 - Architect a solution

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the

scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual. The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment

Existing systems and processes

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. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory. An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements

General

There is no standardized communication tool across the company, and this causes communication issues between different teams. First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Workers must be able to communicate in near real-time with worker support agents.

Client company visits

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality. Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information

The solution must provide a worker appointment booking system that can access worker historical job placement data. The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker. Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate. 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.

Worker access

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters. Workers must be able to view their records online.

Workers must be able to enter any additional information that is required by or may be helpful to recruiters. The solution must provide workers a way to search for general information about available positions.

Workers must be able to request copies of their records by using a chatbot.

Workers must be able to provide information to a recruiter as needed.

Data platform

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to

specific offices. You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker skill records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

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

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.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.

API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.

Some security clearance information for workers not visible from within the Power Platform solution. Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

QUESTION 1
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

Data type	Technical solution
Job placement record	[▼] Custom table Activity table Virtual table
Security clearance record	[▼] Lookup (N:1) Choice Lookup (N:N)

Answer Area:

Answer Area

Data type	Technical solution
Job placement record	[dropdown ▼] Custom table Activity table **Virtual table**
Security clearance record	[dropdown ▼] **Lookup (N:1)** Choice Lookup (N:N)
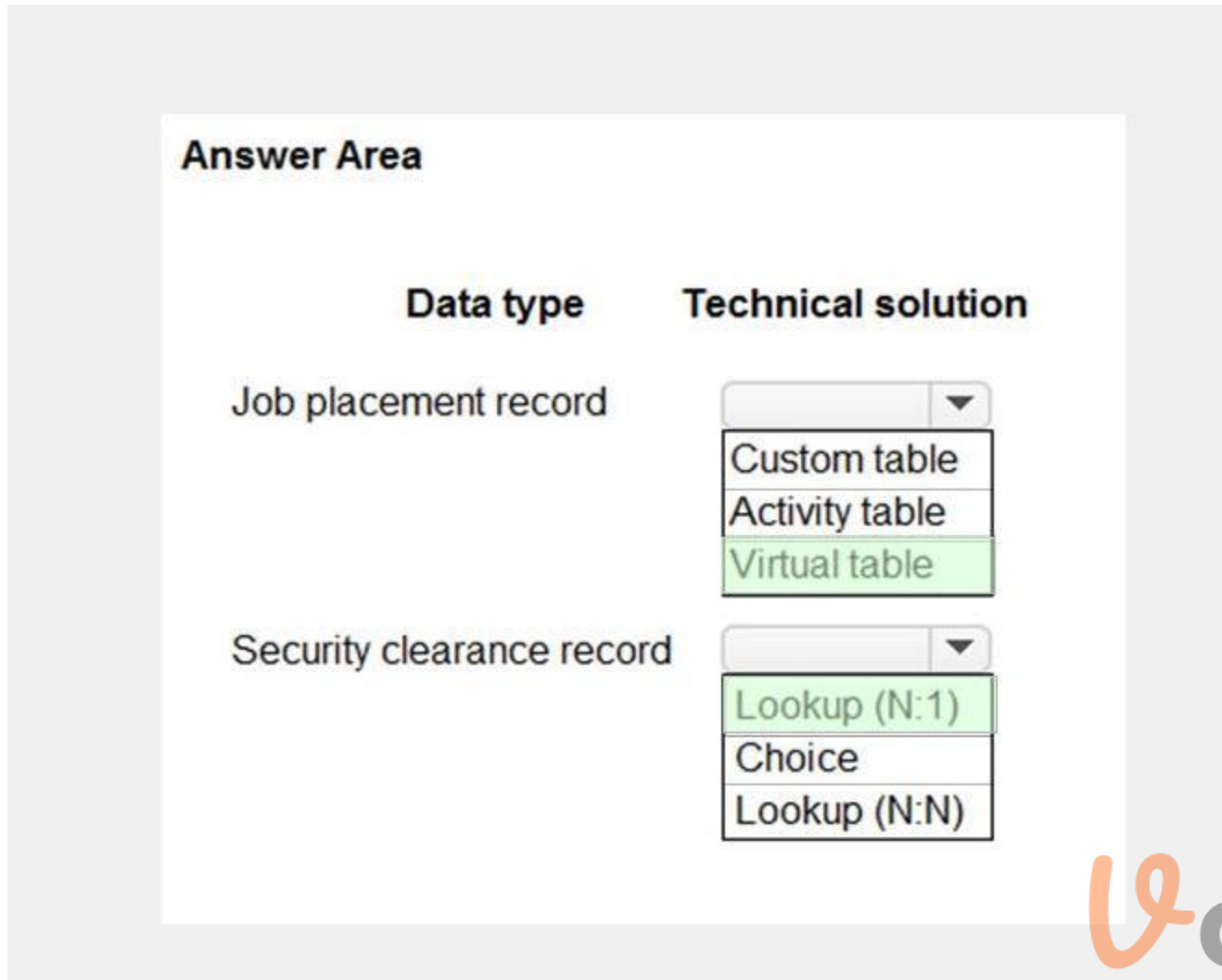
Section:

Explanation:

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

QUESTION 2

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
Provide workers a self-service option for viewing personal and skills information.	▼ Power Automate QnA Maker Azure Cognitive Services
Authenticate workers who use the self-service option for updating skills information.	▼ Azure Active Directory B2B Azure Active Directory B2C Dynamics 365 owner team
Plan routes for audit teams.	▼ Azure traffic routing Address input component Dynamics 365 Field Service

Answer Area:

Answer Area

Requirement	Solution
Provide workers a self-service option for viewing personal and skills information.	Power Automate QnA Maker Azure Cognitive Services
Authenticate workers who use the self-service option for updating skills information.	Azure Active Directory B2B Azure Active Directory B2C Dynamics 365 owner team
Plan routes for audit teams.	Azure traffic routing Address input component Dynamics 365 Field Service

Section:

Explanation:

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

QUESTION 3
You need to recommend technology for accessing historical job placement data.
What should you recommend?

A. Power Virtual Agents chatbots

B. Virtual tables

C. Power BI

D. Power Automate flows

Correct Answer: B
Section:
Explanation:
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.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

QUESTION 4
HOTSPOT
You need to ensure that the solution meets the data security and compliance requirements.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Relationship behavior
A worker transfers to a new client company.	**▼** Assign: Cascade All / Assign: Cascade None / Merge: Cascade All / Rollup View: Cascade All
A user deletes a worker's job placement history.	**▼** Delete: Cascade All / Delete: Remove Link / Delete: Restrict

Answer Area:

Answer Area

Scenario	Relationship behavior
A worker transfers to a new client company.	[dropdown ▼] Assign: Cascade All / **Assign: Cascade None** / Merge: Cascade All / Rollup View: Cascade All
A user deletes a worker's job placement history.	[dropdown ▼] Delete: Cascade All / Delete: Remove Link / **Delete: Restrict**

Section:

Explanation:

Box 1: Assign: Cascade None

Scenario: Worker skill records must be archived after ten years and are then removed from the main system. Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Box 2: Delete: Restrict

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup

QUESTION 5

HOTSPOT

You need to recommend methods to resolve the organization's issues.

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	Resolution method
Users cannot see Power BI reports.	▼
	Add users to Microsoft 365.
	Assign Power BI licenses to users.
	Configure an on-premises data gateway.
Historical data does not appear in reports.	▼
	Configure Azure Data Lake.
	Configure a custom connector.
	Configure an on-premises data gateway.

Answer Area:

Answer Area

Issue	Resolution method
Users cannot see Power BI reports.	▼
	Add users to Microsoft 365.
	Assign Power BI licenses to users.
	Configure an on-premises data gateway.
Historical data does not appear in reports.	▼
	Configure Azure Data Lake.
	Configure a custom connector.
	Configure an on-premises data gateway.

Section:

Explanation:

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

Go to the All or the Datasets + dataflows tab in your content list.

Select More options (...) next to a dataset, then select Manage permissions.

Select Add user.

Enter the full email addresses for individuals, distribution groups, or security groups.

Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.

Reference:

https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-troubleshoot-sharing

https://docs.microsoft.com/en-us/power-bi/connect-data/service-gateway-onprem

https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerapps-checker

QUESTION 6

DRAG DROP

You need to recommend methods for assigning security to each group of users.

What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

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

Correct Answer:

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

Section:

Explanation:

Box 1: Power Platform Local Business Owner Team

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

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

Box 2: Azure Active Directory Security Group Team

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

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects

have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

Reference:

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

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

03 - Architect a solution

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

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 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.

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.

QUESTION 1
You need to recommend an authentication solution for the planned implementation of Dynamics 365.
What should you include in the recommendation?

A. Use synchronized identities.

B. Use the Office 365 tenant for Dynamics 365 Customer Service.

C. Create a new tenant for Dynamics 365 Customer Service.

D. Use federated identities

Correct Answer: A
Section:
Explanation:
Scenario: Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Synchronized identity. Synchronize on-premises directory objects with Microsoft 365 and manage your users on-premises. You can also synchronize passwords so that the users have the same password on-premises and in the cloud, but they will have to sign in again to use Microsoft 365.
Incorrect Answers:
D: The benefit of federation is a single sign-on experience across Dynamics 365 Customer Engagement (on-premises) and Dynamics 365 Customer Engagement (on-premises) systems. This type of identity management is useful for large corporations that have hundreds or thousands of established users.
Reference: https://docs.microsoft.com/en-us/power-platform/admin/manage-user-account-synchronization

QUESTION 2
You need to recommend the field type to use for configuring meal selections during reservation.
Which field type should you recommend?

A. Global Option Set

B. Lookup

C. Option Set

D. Two Options

Correct Answer: C
Section:
Explanation:
Scenario:
Customers can select a meal when they make a 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.
In PowerApps Option set is one of the field types you can use in your Entity. The information type that Option Set stores is a list of text values. And here comes the Option Set advantage – once you define its text values you can centrally managed it.
Example:

Country Name
Poland
USA
England
India

Incorrect Answers:
A: Typically, you use global option sets to set fields so that different fields can share the same set of options, which are maintained in one location. Unlike local options sets which are defined only for a specific attribute, you can reuse global option sets. You will also see them used in request parameters in a manner similar to an enumeration.
Reference:
https://michalguzowski.pl/how-to-work-with-option-set-in-powerapps/

QUESTION 3
You need to create an Agent security role.
Which three actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Add security to the seat entity and assign users to the Agents role.
B. Add security to the Core Records and assign users to the Customer Service Representative role.
C. Copy the Microsoft Dataverse Basic User role.
D. Rename the Customer Service Representative role to Agents.
E. Copy the Customer Service Representative role.
F. Name the new role Agents.

Correct Answer: B, E, F
Section:
Explanation:
Scenario: The security rule for agents must contain the privileges in the default Customer Service Representative security role. Create a security role by Copy Role:
Step 1 (E): Copy the Customer Service Representative role.
Step 2 (F): Select the New Role Name.
Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc. Set the privileges on each tab.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role

QUESTION 4
DRAG DROP
You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct tables. Each 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

Types	Table	Type
Custom table	Luggage	
Virtual table	Passenger	
Activity table		
Custom activity table		

Correct Answer:

Answer Area

Types	Table	Type
	Luggage	Custom activity table
Virtual table	Passenger	Custom table
Activity table		

Section:

Explanation:

Luggage: Custom activity table

An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.

Passenger: Customer table

The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.

Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse. Agents need to view which pieces of luggage match to each passenger, and then need to add the

total on the passenger record.
Incorrect Answers:
A virtual table is a custom table in 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 dynamically at runtime, such as an Azure SQL Database.

QUESTION 5
A company provides professional development certifications to technologies around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.
The company must increase productivity for call center employees. The solution must meet the following requirements:
Handle multiple customer interactions at once
Ensure that users can access information from several business applications.
Interact with customers by using the following channels: chat, phone calls, emails, and online reviews. Implement all functionality in a single interface.
You need to recommend a solution that meets the requirements of the company.
What should you recommend?

A. Omnichannel for Customer Service
B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
C. LinkedIn connector
D. Unified Service Desk

Correct Answer: A
Section:
Explanation:
Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS. Omnichannel for Customer Service also provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation to ensure agents are effective.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel

QUESTION 6
An organization plans to implement a solution to deliver the complete sales process for its sales teams. The organization does NOT have any physical barcode scanners. To meet the organization business requirements, the proposed solution must include the following capabilities:
Create and qualify leads to contacts
Generate quotes and convert quotes to orders
Scan product barcodes as part of the order generation process
You need to recommend a solution to help the organization achieve its business requirements.
What should you recommend?

A. Dynamics 365 mobile app and a Power Apps canvas app
B. Dynamics 365 for Phones only
C. Dynamics 365 Customer Service and Dynamics 365 Sales
D. Unified Service Desk

Correct Answer: A
Section:
Explanation:
There is barcode scanner control in Power Apps. The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data-matrix code when in view.
Use the Dynamics 365 for phones or Dynamics 365 for tablets app to run customer engagement apps (such as Dynamics 365 Sales, Dynamics 365 Customer Service, and Dynamics 365 Marketing), built on Microsoft Dataverse on your mobile device.

Incorrect Answers:

D: Unified Service Desk for Microsoft Dynamics 365 provides a configuration-based framework for quickly building agent applications for call centers.

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-barcode-scanning https://docs.microsoft.com/en-us/dynamics365/mobile-app/overview

01 - Implement the solution

QUESTION 1

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.

Correct Answer: D, E

Section:

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 2

You are designing a Power Platform solution.

During quality assurance testing the API limits are reached.

You need to identify and resolve the issue.

Which two actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Allocate Microsoft Dataverse capacity add-on subscriptions.

B. Use the out-of-the-box User Summary report from the Reports section of the solution's model-driven app.

C. In the Power Platform admin center, review the Home tab Dataverse analytics dashboard.

D. In the Power Platform admin center, review the Usage section of the Power Apps analytics dashboard.

E. In the Power Platform admin center, review the Runs section of the Power Automate analytics dashboard.

Correct Answer: A, C

Section:

Explanation:

A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

Adjust the app or flow to use fewer API requests

Purchase the Power Apps and Power Automate capacity add-on for your organization.

C: Home (default) Dashboard.

This is the default dashboard that provides information on the number of active Dataverse users, storage usage, the most active workflows, and more.
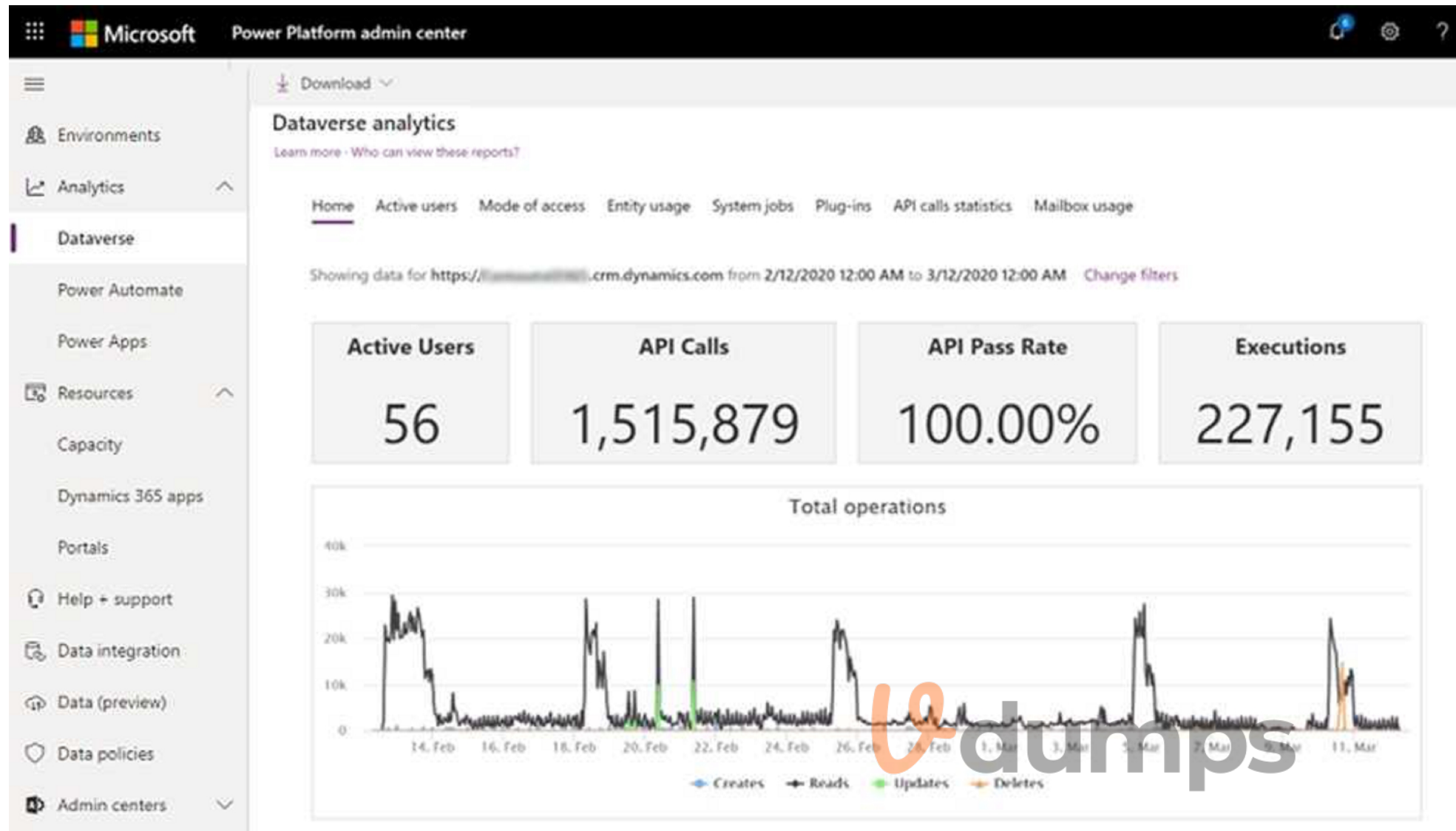
API Calls: API Calls Number of API calls that were made by the Dataverse environment for the selected time period.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations
https://docs.microsoft.com/en-us/power-platform/admin/analytics-common-data-service

QUESTION 3
HOTSPOT
You design a Power Platform solution for a customer. The solution uses Microsoft Dataverse as the data store. You are managing the go-live process for the solution.
The customer reports the following performance issues:
Form load time is much slower than it was during testing.
Overall system performance has been significantly slower that it was during testing.
You need to recommend how to troubleshoot system performance.
Which actions 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

Performance issue	Action
Slow form load times	▼
	Review workflows associated with the form events.
	Review QuickFind properties for the fields on the form.
	Review the fields that are on the form.
Overall slow system performance	▼
	Change all security roles from global read permissions to business unit permissions.
	Review one to many relationships to verify whether cascade settings are necessary.
	Change security roles from global read access to business unit to provide better performance.

Answer Area:

Answer Area

Performance issue	Action
Slow form load times	▼
	Review workflows associated with the form events.
	Review QuickFind properties for the fields on the form.
	Review the fields that are on the form.
Overall slow system performance	▼
	Change all security roles from global read permissions to business unit permissions.
	Review one to many relationships to verify whether cascade settings are necessary.
	Change security roles from global read access to business unit to provide better performance.

Section:
Explanation:
Box 1: Review the fields that are on the form
Keep the number of table columns (fields) to a minimum.
The more table columns (formerly referred to as fields) you have in a form, the more data that needs to be downloaded to view each record.
Box 2: Review one to many relationships to verify whether cascade settings are necessary.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/optimize-form-performance

QUESTION 4

HOTSPOT

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.

Hot Area:

Answer Area

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	▼ Synchronize the mobile app. Remove organization data filters. Reduce records included in the profile filter.
Changes to users' security privileges are not reflected in the mobile app.	▼ Synchronize the mobile app. Reduce records included in the profile filter Remove reference to tables not included in mobile profile.
Some account views are unavailable when the app is offline.	▼ Synchronize the mobile app. Reduce records included in the profile filter. Remove reference to tables not included in mobile profile.
Contact data is not available when the app is offline.	▼ Reduce records included in the profile filter. Update mobile profile to include contact information. Remove reference to tables not included in mobile profile.

Answer Area:

Answer Area

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	Synchronize the mobile app. / Remove organization data filters. / **Reduce records included in the profile filter.** (selected)
Changes to users' security privileges are not reflected in the mobile app.	**Synchronize the mobile app.** (selected) / Reduce records included in the profile filter. / Remove reference to tables not included in mobile profile.
Some account views are unavailable when the app is offline.	Synchronize the mobile app. / Reduce records included in the profile filter. / **Remove reference to tables not included in mobile profile.** (selected)
Contact data is not available when the app is offline.	Reduce records included in the profile filter. / **Update mobile profile to include contact information.** (selected) / Remove reference to tables not included in mobile profile.

Section:
Explanation:

QUESTION 5
A PLUS company has a Power Platform solution that integrates with a third-party system.
The client reports that unexpected updates are being made to the Accounts table.
You need to determine the root cause of the issue.
In which three locations should you investigate? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Audit summary view

B. Solution history

C. SDK Message Processing Steps

D. Plug-in trace log

E. System job run history

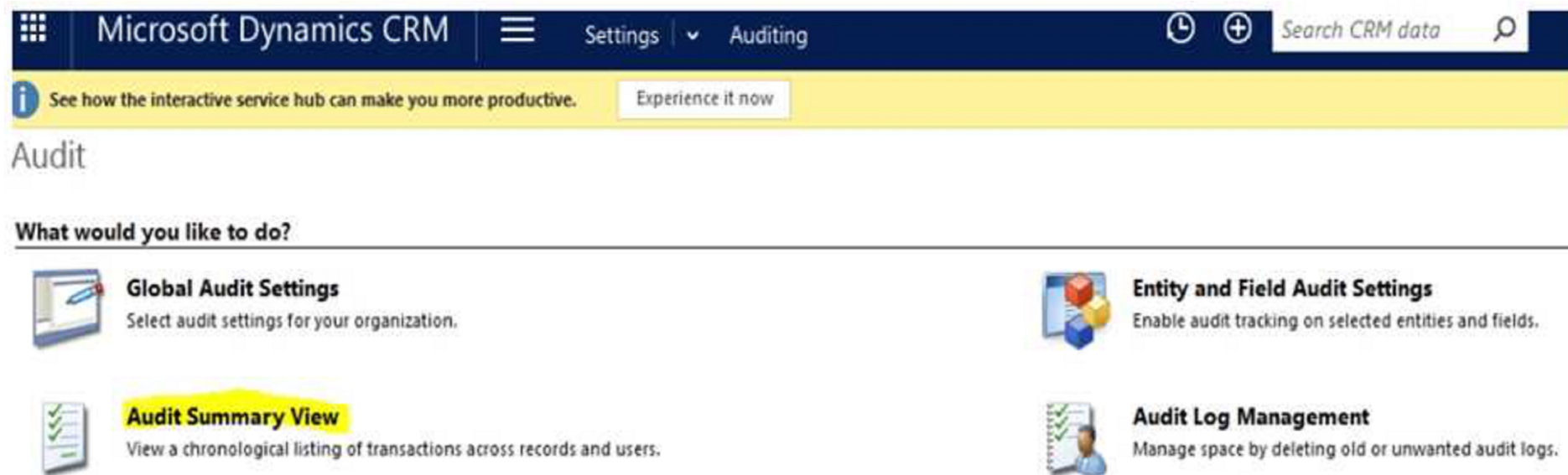**Correct Answer: A, B, D**
Section:

Explanation:
A: How to View Auditing Log Details?
System administrators can see activities for the entities that are enabled for audit logging. To view the audit logs:
Go to Settings > System >Auditing.
Choose Audit Summary View.
Under Audit Summary View, you will see the list of audit entries

B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.
D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in Enable trace logging.
This data can be found in model-driven applications by navigating to Settings and choosing the Plug-in Trace Log tile.
Reference:
https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/logging-tracing

QUESTION 6
You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM). Each version and solution component must be tracked as it is tested.
You need to recommend a strategy to deploy solutions for the user acceptance testing environment.
What should you recommend?

A. Use Package Deployer and deploy a managed solution.
B. Use Package Deployer and deploy an unmanaged solution.
C. Use Solution Packager and deploy a managed solution.
D. Use Solution Packager and deploy an unmanaged solution.

Correct Answer: D
Section:
Explanation:
Solution Packager is a tool that can unpack a compressed solution file into multiple XML files and other files, so they can be easily managed by a source control system. Unmanaged solution: An open solution with no restrictions on what can be added, removed, or modified. This is recommended during development of a solution. Incorrect Answers:
A, B: Package Deployer lets administrators or developers deploy comprehensive packages of relevant assets to Dataverse instances. C: Managed solution
A completed solution ready to be imported into an organization. Once imported, components can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool

QUESTION 1
You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.
The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits. You need to ensure that the API conforms to service protection limits.
Which three metrics should you review? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. The number of requests that a user can make each day.

B. The total number of requests that can be processed each day.

C. The number of concurrent requests that a user can make.

D. The total execution time for requests by all users.

E. The combined execution time required to process requests from a user.

Correct Answer: A, C, E
Section:
Explanation:
Three types of service protection API limit errors that can be returned:
1. Number of requests
This limit counts the total number of requests during the preceding 300 second period.
2. Execution time
This limit tracks the combined execution time of incoming requests during the preceding 300 second period. 3. Concurrent requests
This limit tracks the number of concurrent requests.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/api-limits

QUESTION 2
You are evaluating a solution design for a model-driven app that will have a large number of complex forms. Many of the forms take up to 10 seconds to load.
You need to recommend solution to speed up loading times for the forms.
Which two solutions should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Consolidate and reduce scripts.

B. Use synchronous JavaScript requests.

C. Move scripts into the OnLoad event.

D. Remove unnecessary fields.

Correct Answer: A, D
Section:
Explanation:
D: Controls that require extra data beyond the primary record produce the most strain on form responsiveness and loading speed. These controls fetch data over the network and often involve a waiting period (seen as progress indicators) because it can take time to transmit the data.
Keep only the most frequently used of these controls on the default tab.
Incorrect Answers:
B: Use asynchronous network requests when requesting data. Request data asynchronously rather than synchronously when extra data is necessary for customizations.
C: Moving scripts to the Onload event would slow down the loading of the form.
Reference:

QUESTION 3
A company uses a third-party cloud-based app to make real-time business decisions. The app has a RESTful API. You must design a Microsoft Power Platform solution that interacts with the third-party app. Changes made in the Microsoft Power Platform solution must be reflected in the cloud app.
You need to recommend technologies to integrate the Microsoft Power Platform solution with the cloud app. Which two technologies should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Scheduled Power Automate cloud flow with a custom connector to the cloud app
B. Power Virtual Agents
C. Custom plug-on registered with Microsoft Dataverse
D. Model-driven app

Correct Answer: A, C
Section:
Explanation:
A: To enable Logic Apps, Power Automate, or Power Apps to communicate with the REST or SOAP API, use a custom connector, which is a wrapper around a REST API (Logic Apps also supports SOAP APIs).
C: Custom APIs are a powerful way to connect to any existing API, hosted anywhere, from PowerApps. You do not need a PowerApps Enterprise subscription to register or use a Custom API.
Custom APIs are RESTful endpoints that you can connect to and use from PowerApps. All you'll need is a Swagger definition file for your endpoint.
Reference:
https://docs.microsoft.com/en-us/power-platform/guidance/architecture/real-world-examples/custom-connector-canvas https://powerapps.microsoft.com/hr-hr/blog/register-and-use-custom-apis-in-powerapps/

QUESTION 4
DRAG DROP
You are a Microsoft Power Platform solution architect capturing requirements for a national retail chain protect. The project has the following requirements • Retail employees must use the application on a company- prowled 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.
You need to identify the project s functional and non-functional requirements.
How should you categorize the requirements? To answer, drag the appropriate categories to the correct requirements. Each category 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.

Select and Place:

Categories	Answer Area		
Functional		**Requirement**	**Category**
Non-functional		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.	

Correct Answer:

Categories

Functional
Non-functional

Answer Area

Requirement	Category
Retail employees must use the application on a company-provided tablet device.	Functional
The app must store data offline.	Functional
Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.	Non-functional
Apps are shared with security group teams for users to access.	Non-functional

Section:
Explanation:

QUESTION 5
HOTSPOT
You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs. The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs
The solution must meet the following requirements:
• Dispatch technicians to troubleshoot and repair customer issues
• Call center must log customer issues.
• Third -party technicians must be able to access assigned repair service jobs.
You need to recommend an authentication strategy.
Which authentication models should you use? To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

User type	Authentication model
Call center employee	Azure AD and a security role
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role
Repair service customer	Azure AD and a security role
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role
Third-party technician	Azure AD and a security role
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role

Answer Area:

Answer Area

User type	Authentication model
Call center employee	**Azure AD and a security role**
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role
Repair service customer	Azure AD and a security role
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role
Third-party technician	Azure AD and a security role
	Azure AD and a web role
	Authenticated user and a security role
	Authenticated user and a web role

Section:
Explanation:

QUESTION 6
DRAG DROP
You are a Microsoft Power Platform architect.
You have identified several project risks.
You need to categorize potential risks that are specific to your customer.
How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category 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:

Categories

Resource risk
Business risk
External risk
Security risk

Answer Area

Risk	Category
The project requires integration to custom-built on-premises systems that store business-sensitive data.	
The organization is currently making significant go-to-market strategy adjustments.	
The customer has a limited budget in relation to the project requirements.	

Correct Answer:

Categories

External risk

Answer Area

Risk	Category
The project requires integration to custom-built on-premises systems that store business-sensitive data.	Security risk
The organization is currently making significant go-to-market strategy adjustments.	Business risk
The customer has a limited budget in relation to the project requirements.	Resource risk

Section:
Explanation:

QUESTION 7
DRAG DROP
You are designing a solution to automate the following processes:
• Import data into Microsoft Dataverse from systems that have an API available.
• Import data into Microsoft Dataverse from systems that do not have an API available.
• Validate that contacts in a Microsoft Excel file Dataverse forms in a specified order.
You need to implement automation methods.
Which components should you use' To answer, drag the appropriate components to the correct requirements. Each component 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:

Components

| Cloud flow |

| Business process flow |

| Robotic process automation |

Answer Area

Requirement	Component
Interact with applications that do not have an API.	
Guide users through business steps in a specific order.	
Interact with applications that have an API.	

Correct Answer:

Components

Answer Area

Requirement	Component
Interact with applications that do not have an API.	Robotic process automation
Guide users through business steps in a specific order.	Business process flow
Interact with applications that have an API.	Cloud flow

Section:
Explanation:

QUESTION 8
HOTSPOT
You are designing a Microsoft Power Platform solution for a company.
Which components 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	Component
Allow users to change the status of a record only if a custom column named Reason is populated.	▼
	Business rule
	Power Automate flow
	Asynchronous plug-in
	Background workflow
Prompt users to update each opportunity product record when an opportunity is won or lost.	▼
	JavaScript code
	Real-time workflow
	Power Automate flow
	Asynchronous plug-in

Answer Area:

Answer Area

Requirement	Component
Allow users to change the status of a record only if a custom column named Reason is populated.	▼ **Business rule** (selected) / Power Automate flow / Asynchronous plug-in / Background workflow
Prompt users to update each opportunity product record when an opportunity is won or lost.	▼ JavaScript code / Real-time workflow / **Power Automate flow** (selected) / Asynchronous plug-in

Section:
Explanation:
Box 1: Business rule
You can create business rules and recommendations to apply logic and validations without writing code or creating plug-ins. Business rules provide a simple interface to implement and maintain fastchanging and commonly used rules. Box 2: Power Automate flow
Trigger the Power Automate flow with "When a record is updated", then add a Condition in the flow and configure it with Status Label equals to Won.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule https://www.inogic.com/blog/2021/12/how-to-win-lose-dynamics-365-crm-opportunity-through-power-automate-flow/

QUESTION 9
HOTSPOT
You are designing a model-driven app that provides marketing, sales, and service operations to a company. The app must integrate with the following systems and data sources:
A third-party marketing system for lead generation and website submissions.
A Microsoft Excel Online file that contains manufacturing data on relevant products. A separate Microsoft Dataverse environment. You need to recommend Power Automate connectors for the app.
Which connectors 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

Answer 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

Section:

Explanation:

Box 1: Custom connector

While Azure Logic Apps, Microsoft Power Automate, and Microsoft Power Apps offer over 325+ connectors to connect to Microsoft and non-Microsoft services, you may want to communicate with services that aren't available as prebuilt connectors.

Box 2: Microsoft Dataverse

The Microsoft Dataverse connector provides several triggers to start your flows and many actions that you can use to create or update data in Dataverse while your flows run. You can use Dataverse actions even if your flows don't use a trigger from the Dataverse connector.

Use the Microsoft Dataverse connector to create cloud flows that start when data changes in Dataverse tables and custom messages.

Reference: https://docs.microsoft.com/en-us/connectors/custom-connectors/ https://docs.microsoft.com/en-us/powerautomate/dataverse/overview

QUESTION 10

HOTSPOT

A company has an on-premises data warehouse and analytics solution. The data warehouse consists of multiple multidimensional data cubes representing over five years of operational data. The data warehouse consolidates and normalizes data that is sourced from 20 different systems.

The company plans to replace the existing solution with a Microsoft Power Platform solution that connects to the data warehouse. The company wants to provide analytical information to executives in a Microsoft Teams channel to support business planning.

The new solution must meet these requirements:

Support the current data warehouse.

The solution must support drill-through capabilities into the data. Retain at least seven years of historical data. You need to recommend a 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

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

Answer Area:

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

Section:
Explanation:
Box 1: Azure Data Lake
A data warehouse is a centralized repository of integrated data from one or more disparate sources. Data warehouses store current and historical data and are used for reporting and analysis of the data.
Incorrect Answers:
Dataverse is not a database.
Box 2: Microsoft Teams integration object
You can use the Teams integration object to easily find and access the Teams integration features and use the improved usability of expressions while integrating your canvas app with Teams. You can get a Teams theme inside a canvas app, and you can filter data depending on the team or channel context.
Reference:
https://docs.microsoft.com/en-us/azure/architecture/data-guide/relational-data/data-warehousing
https://docs.microsoft.com/en-us/powerapps/teams/use-teams-integration-object

QUESTION 11
HOTSPOT
An organization is optimizing its Microsoft Power Platform solution architecture.
The optimization needs to address the following:
Label names for option sets and multiselect option sets should be added as separate fields for reporting. Users complain that when a case is assigned to another user, all the activities are also assigned.
Some Power BI reports based on Microsoft Dataverse data need near-real-time updating.
You need to recommend a design solution to meet these requirements.
What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Design
Users report that when a case is assigned to another user, all activities are also assigned.	▼ For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None Do not implement, but train users on best practices for assigning cases. Create a 1:N relationship between the user entity/table and the Activities table.
Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.	▼ Create Power BI reports using the Microsoft Dataverse connector. Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database. Create Power BI dataflows based on the Microsoft Dataverse connector; point the Power BI report to the dataflows.

Answer Area:

Answer Area

Requirement	Design
Users report that when a case is assigned to another user, all activities are also assigned.	▼
	For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None
	Do not implement, but train users on best practices for assigning cases.
	Create a 1:N relationship between the user entity/table and the Activities table.
Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.	▼
	Create Power BI reports using the Microsoft Dataverse connector.
	Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database.
	Create Power BI dataflows based on the Microsoft Dataverse connector; point the Power BI report to the dataflows.

Section:

Explanation:

Box 1: For each activity.. Cascade None: Do nothing

Note:

Cascade All: Perform the action on all referencing table records associated with the referenced table record. Cascade Active: Perform the action on all active referencing table records associated with the referenced table record. Box 2: Create Power BI reports using the Microsoft Dataverse connector

Use the Dataverse connector in DirectQuery mode: Connects directly to the data in Dataverse. Use this mode for real-time data retrieval.

Reference:

https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entity-relationship-cascading-behavior https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-powerbi-connector

QUESTION 12

HOTSPOT

You are designing a model-driven app for a hospital. The app will be used to track teams at the hospital including:

Team	Comments
Cleaning	There are three predetermined cleaning teams. Tasks are assigned to a team. Anyone on the team can complete an assigned task.
Emergency room	These teams are formed as needed based on patient needs and staff availability.
Billing	These teams are assigned to specific hospital departments. Team members must only see data for the hospital department to which they are assigned.

You need to recommend the team types to use.

Which team types 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	Team type
Cleaning teams	Access / Owner
Emergency room teams	Access / Owner
Billing teams	Access / Owner

Answer Area:

Answer Area

Requirement	Team type
Cleaning teams	▼ Access / **Owner**
Emergency room teams	▼ **Access** / Owner
Billing teams	▼ Access / **Owner**

Section:

Explanation:

Box 1: Owner team

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

Box 2: Access team

Access team: An access team doesn't own records and doesn't have security roles assigned to the team. The team members have privileges defined by their individual security roles and by roles from the teams they're members of. These members share records with an access team, and the team is granted access rights to the records. Access rights include Read, Write, and Append. Box 3: Owner team

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

QUESTION 13
HOTSPOT
A company plans to deploy multiple Microsoft Dataverse environments. You are supporting the go-live process. The company reports the following access issues:
Users can access account records but cannot read a column in the table.
A licensed user receives an insufficient permission error when opening leads.
A licensed user does not appear in the list of users available for security assignment.
You need to resolve the issues.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Action
Users can access account records but cannot read a column in the table.	Security role Security group Field security profile
A licensed user receives an insufficient permission error when opening leads.	Security role Security group Field security profile
A licensed user does not appear in the list of users available for security assignment.	Security role Security group Field security profile

Answer Area:

Answer Area

Issue	Action
Users can access account records but cannot read a column in the table.	Security role / Security group / **Field security profile**
A licensed user receives an insufficient permission error when opening leads.	Security role / **Security group** / Field security profile
A licensed user does not appear in the list of users available for security assignment.	**Security role** / Security group / Field security profile

Section:
Explanation:
References: https://docs.microsoft.com/en-us/powerapps/developer/data-platform/field-security-entities

QUESTION 14
DRAG DROP
You are designing a Microsoft Power Platform solution that will be deployed to two separate companies in the same Microsoft Office 365 tenant: Contoso, Ltd. and Contoso Pharmaceuticals.
The solution must meet the following security requirements:
* Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
* Restrict access to specific forms.
* Restrict access to specific tables.
What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security 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:

Security objects

- Security role
- Team
- Security group
- User profile

Answer Area

Restriction	Security object
Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.	
Restrict access to specific forms.	
Restrict access to specific tables.	

Correct Answer:

Security objects

- (empty)
- (empty)
- (empty)
- User profile

Answer Area

Restriction	Security object
Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.	Team
Restrict access to specific forms.	Security group
Restrict access to specific tables.	Security role

Section:
Explanation:

QUESTION 15
HOTSPOT
An automobile parts manufacturer wants to replace an existing system with a Microsoft Power Platform solution. The company has been experiencing undesired data changes in their current system. The cause of the changes is due to the relationships that are set up between tables in the database that the system uses.
The new solution must meet the following requirements:
* Track vehicle manufacturers and models.
* Display a list of all models that a manufacturer produces.
* Ensure that each vehicle model can be associated to only one manufacturer.
* Delete all associated models when a user deletes a manufacturer.
* Automatically populate information from the manufacturer when creating a new model from the model list on the manufacturer page.
You need to recommend table relationships to meet the business requirements.
Which relationship settings 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

Business requirement	Relationship
The system must delete all associated models when a user deletes a manufacturer.	**Use a parental 1:N relationship between manufacturer and model.** ▼ **Use a parental 1:N relationship between manufacturer and model.** Use a referential 1:N relationship between manufacturer and model. Use field mappings in 1:N relationship between manufacturer and model. Use an N:N relationship between manufacturer and model.
The system must auto-populate information from the manufacturer when creating a new model from the model list on the manufacturer page.	Use field mappings in 1:N relationship between manufacturer and model. ▼ Use a parental 1:N relationship between manufacturer and model. Use a referential 1:N relationship between manufacturer and model. **Use field mappings in 1:N relationship between manufacturer and model.** Use an N:N relationship between manufacturer and model.

Answer Area:

Answer Area

Business requirement	Relationship
The system must delete all associated models when a user deletes a manufacturer.	Use a parental 1:N relationship between manufacturer and model. ▼ **Use a parental 1:N relationship between manufacturer and model.** Use a referential 1:N relationship between manufacturer and model. Use field mappings in 1:N relationship between manufacturer and model. Use an N:N relationship between manufacturer and model.
The system must auto-populate information from the manufacturer when creating a new model from the model list on the manufacturer page.	Use field mappings in 1:N relationship between manufacturer and model. ▼ Use a parental 1:N relationship between manufacturer and model. Use a referential 1:N relationship between manufacturer and model. **Use field mappings in 1:N relationship between manufacturer and model.** Use an N:N relationship between manufacturer and model.

Section:
Explanation:

QUESTION 16
DRAG DROP
A company plans to integrate a model-driven app with external data sources. The company has the following requirements:
* Consume data in its data warehouse from Microsoft Dataverse.
* Use a plug-in to retrieve information from an external service.
You need to recommend a Microsoft Azure component for each requirement.
Which Azure components should you recommend? To answer, drag the appropriate Azure components to the correct requirements. Each Azure component 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:

Azure Event Hub

Azure Service Bus

Azure Data Factory

Azure Synapse Link

Answer Area

Requirement	Azure component
Consume data in a data warehouse.	
Consume data from an external source.	

Correct Answer:

Azure Event Hub

Azure Synapse Link

Answer Area

Requirement	Azure component
Consume data in a data warehouse.	Azure Data Factory
Consume data from an external source.	Azure Service Bus

Section:
Explanation:

QUESTION 17
DRAG DROP
You are designing a Microsoft Power Platform solution for a financial services company. Data from existing financial systems will be imported into Microsoft Dataverse and displayed to users as part of the app deployment.
The company has the following issues with data:
* Phone numbers in records can contain letters in the record.
* Security has not been applied to financial total values held in each record.
* Users and managers can see all records.
You need to apply data quality standards to the solution.
What should you recommend? To answer, drag the appropriate solutions to the correct data quality items. Each solution may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content
NOTE: Each correct selection is worth one point.

Select and Place:

Solutions

- Masking rules
- Field-level security
- Hierarchical security

Answer Area

Data quality item	Solution
Phone numbers must contain only numbers.	
Account financial totals are secured for only authorized users to access.	
Users must be able to view their records and managers must be able to view records for their team.	

Correct Answer:

Solutions

Answer Area

Data quality item	Solution
Phone numbers must contain only numbers.	Field-level security
Account financial totals are secured for only authorized users to access.	Hierarchical security
Users must be able to view their records and managers must be able to view records for their team.	Masking rules

Section:
Explanation:

QUESTION 18
A company plans to import 2.5 million data rows into Microsoft Dataverse during a go-live process. The import job will run as a single import job.
You run a test on the import and observe that some of the rows did not import.
You need to identify which rows did not import.
Which tool should you use?

A. Azure Event Hub
B. Import Data Wizard
C. Microsoft Power Platform dataflows
D. Azure Service Bus

Correct Answer: B
Section:

QUESTION 19
HOTSPOT
You are a Microsoft Power Platform architect gathering solution requirements for a customer. Management uses three different systems to locate asset inventory and contract details.
Management must view inventory with the ability to select assets and view additional details. Sales representatives have issues locating assets based on specific features in a timely manner when working with customers.
You need to prioritize the requirements.
Which priority should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Priority
Enable sales representatives to locate assets in less time.	Non-functional ▼
	Time Consumer
	Non-functional
	Functional
	Quick Win
Enable management to view inventory and asset details.	Functional ▼
	Big Investment
	Non-functional
	Budget
	Functional

Answer Area:

Answer Area

Requirement	Priority
Enable sales representatives to locate assets in less time.	Non-functional ▼
	Time Consumer
	Non-functional
	Functional
	Quick Win
Enable management to view inventory and asset details.	Functional ▼
	Big Investment
	Non-functional
	Budget
	Functional

Section:
Explanation:

QUESTION 20
HOTSPOT
You design a Microsoft Power Platform app for a company. The company has the following requirements:
* need to use an off-the-shelf product by an ISV that provides functionality to enable customers to deposit funds into their account
* ability to handle a high number of customers depositing funds into their account during lunchtime hours
You need to recommend a solution that meets the requirements. Which components should you recommend?
To answer, select the appropriate options in the answer area.

Hot Area:

Answer Area

Requirement	Solution
Download compliant ISV solutions.	AppSource ▼ Security API limits **AppSource** ISV Studio
Verify that the ISV solution will not have issues with high-volume transactions.	API limits ▼ Security **API limits** AppSource ISV Studio

Answer Area:

Answer Area

Requirement	Solution
Download compliant ISV solutions.	AppSource ▼ Security API limits **AppSource** ISV Studio
Verify that the ISV solution will not have issues with high-volume transactions.	API limits ▼ Security **API limits** AppSource ISV Studio

Section:
Explanation:

QUESTION 21
DRAG DROP
An organization plans to replace large, legacy systems with apps in Microsoft Power Platform. The technical staff consolidated the legacy data into a Microsoft SQL Server database and provisioned a Microsoft Power Platform environment for prototyping new processes. The business decision makers approved the SQL data and the prototype data that must be migrated into production.
The following types of data exist:
* Historical data: read-only legacy data to be used for future reference
* Prototype data: created to support new business processes
You need to deploy the approved data into the Microsoft Dataverse production environment and keep the remaining data in SQL Server.
Which method should you use for each type of data?
To answer, drag the appropriate tools to the correct migrations. Each tool 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:

Tools

| Dataflows |
| Virtual tables |
| Package Deployer |
| SolutionPackager |

Answer Area

Migration	Tool
Historical data	
Prototype data	

Correct Answer:

Tools

| |
| Virtual tables |
| Package Deployer |
| |

Answer Area

Migration	Tool
Historical data	Dataflows
Prototype data	SolutionPackager

Section:
Explanation:

QUESTION 22
A company plans to use Microsoft Power Pages. The company gathers business requirements.
You need to identify the functional requirements.
Which two requirements should you gather? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. A Power Pages site must be able to handle 100 concurrent external site visitors.

B. Users must be able to control the use of their personal data in Microsoft Dataverse.

C. Users must be able to log in to a Power Pages site by using single sign-on.

D. Azure Front Door and Power Pages must be used to improve caching capabilities.

E. Users must be able to submit a service request on a Power Pages site.

Correct Answer: A, E
Section:

QUESTION 23
DRAG DROP
You are designing data loss policies for a Microsoft Power Platform implementation.
You have the following requirements:
Solutions that use the HTTP connector must not include any other connectors.

Prevent the use of the Microsoft Forms connector.

Allow the use of the Azure DevOps connector.

You need to determine in which data policy group to add each connector.

To which data policy group should you assign the connector? 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.

Select and Place:

Answer Area

Data policy groups	Connector	Data policy group
Business	HTTP connector	
Non-business	Azure DevOps connector	
Blocked	Microsoft Forms connector	

Correct Answer:

Answer Area

Data policy groups	Connector	Data policy group
	HTTP connector	Business
	Azure DevOps connector	Non-business
	Microsoft Forms connector	Blocked

Section:
Explanation:
Box 1: 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.
Box 2: Non-business
DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non- Business.
Box 3: Blocked
Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked. Data policy group Business blocked
Reference: https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention

QUESTION 24
HOTSPOT
You are conducting performance testing for a Microsoft Power Platform solution. The solution uses Power Automate cloud flows to query and synchronize data across 10 different tables based on various criteria. You make the following observations:
Internet speed during testing is fast (500 Mbps).
There are 50 Dynamics real-time workflows in use.
There are 63 Dynamics asynchronous workflows in use. There are 76 Power Automate cloud flows in use. You identify the following performance issues:
Data changes are slow to save.
Background processes often take hours to complete.
You need to recommend steps to resolve the performance issues.
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

Performance issue	Recommendation
Data changes are slow to save.	▼ Reduce usage of near real-time workflows. Convert all Dynamics 365 workflows to Power Automate cloud flows. Review and revise filters in cloud flow queries and conditional logic.
Background processes often take hours to complete.	▼ Reduce usage of near real-time workflows. Convert all Dynamics 365 workflows to Power Automate cloud flows. Review and revise filters in cloud flow queries and conditional logic.

Answer Area:

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	▼
	Reduce usage of near real-time workflows.
	Convert all Dynamics 365 workflows to Power Automate cloud flows.
	Review and revise filters in cloud flow queries and conditional logic.
Background processes often take hours to complete.	▼
	Reduce usage of near real-time workflows.
	Convert all Dynamics 365 workflows to Power Automate cloud flows.
	Review and revise filters in cloud flow queries and conditional logic.

Section:
Explanation:
Box 1: Reduce usage of near real-time workflows
A real-time workflow can be converted to asynchronous workflow and back to real-time.
Box 2: Convert all Dynamics 365 workflows to Power Automate cloud flows.
Workflows are limited to Microsoft Dynamics 365/CRM application only.
Power Automate can span across multiple web-based services or applications at the same time. Dynamics 365 CRM Workflows can be converted to Power Automate flows.
Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time- workflows https://rajeevpentyala.com/2019/12/11/d365-switching-from-workflow-to-microsoft-power-automate-flow/

QUESTION 25
DRAG DROP
You are overseeing the data migration for a Microsoft Power Platform solution.
The migration team is performing a test migration with a subset of data. The migration team reports the following findings:
Users who own account rows are receiving system generated emails.
Data that is not part of the migration is being added to the Contact and Appointment tables.
The size of the log listed on the Power Platform admin center Capacity page has increased significantly. You need to recommend strategies to resolve the reported issues.
What should you recommend? To answer, drag the appropriate resolution to the correct migration problem. Each resolution 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:

Correct Answer:

Section:
Explanation:
Box 1: Disable duplicate detection
Duplicate detection has rules for sending emails.
Box 2: Disable all workflows, plug-ins, and Power Platform admin center
Box 3: Disable auditing
Auditing affects the size of the log file.
Reference: https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean

QUESTION 26
You are designing a Microsoft Power Platform solution that uses Microsoft Dataverse.
You need to recommend a way to update currency exchange rates within Microsoft Dataverse.
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. Review AppSource for prebuilt solutions.

B. Create a Power Automate flow that uses a custom connection or HTTP request to an outside source for exchange rates.

C. Embed an iframe that points to a currency exchange service into a model-driven app.

D. Use the Power BI connector to establish a link that updates Microsoft Dataverse with the current exchange rate.

Correct Answer: A, B
Section:
Explanation:
B: We need is a source for exchange rates. There are some published connectors, but you also use a free service called Exchange Rates API, which are based on the European Central Bank, and create a custom connection.
Now that we have our custom connector defined and have a way to request the latest exchange rates, the next step is to create a Power Automate flow that will update all of currencies setup in our Dataverse environment.
Dataverse is a multicurrency system, in which each record can be associated with its own currency. This currency is called the transaction currency. The multicurrency features enable users to perform financial transactions like opportunities, quotes, orders, and invoices in multiple currencies. This feature also provides a currency choice to the end user when a financial transaction occurs.
Reference:
https://readyxrm.blog/2021/03/10/updating-currency-exchange-rates-in-dataverse/

QUESTION 27
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:
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 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: A, C, E
Section:
Explanation:
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

QUESTION 28
A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures. Patient records are stored within the company's cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient's identity.
You need to recommend a solution to display the patient information.
What should you recommend?

A. Virtual table
B. Business rule
C. Privacy preference
D. Data gateway
E. Custom dataflow

Correct Answer: A
Section:
Explanation:
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.
Incorrect Answers:
D: The On-premises data gateway provides secure data transfer between on-premises data sources and your Azure Analysis Services servers in the cloud.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

QUESTION 29
A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The company wants to apply the business rules to all forms in the app. You need to recommend a simplified form setup so the form can be maintained moving forward.
What should you recommend?

A. Manage the business logic with a Power Apps Component Framework (PCF) control.
B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
C. Remove the Business Rules and use only JavaScript.
D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

Correct Answer: B
Section:
Explanation:

QUESTION 30
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:
The system must restrict access to customer social security numbers to the vice president of finance only. 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: C, D
Section:
Explanation:
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

QUESTION 31
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one

correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Create a desktop flow. Create a cloud flow for approval and trigger the desktop flow to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 32
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 Microsoft Power Platform tool to help the client visualize the dat

a. 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 Virtual Agents

C. Power Apps

D. Power Automate

Correct Answer: A, C
Section:

QUESTION 33
A pharma company uses a proprietary system to manage its chemical experiments. The company uses Microsoft Dynamics 365 Project Operations to manage lab staff and resources.

Employees manually update Project Operations data with data from their proprietary system as needed. Employees are not able to provide a definite schema for their data.

You need to provide a solution that will allow employees to configure their own automatic updates.

Which component should you use?

A. Dataflows

B. Custom connectors

C. Data gateways

D. Microsoft Power Automate flows

Correct Answer: D
Section:

QUESTION 34
HOTSPOT
A company plans to use a combination of model-driven and canvas apps for data interaction and Power BI for data reporting. The company has the following requirements:

* Share a canvas app with the auditor team.

* Ensure account balance values in Power BI are only viewable by the investment team.
* Streamline user administration and role assignment.
You need to recommend a security component to use for each requirement.
Which security components 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	Security component
Share a canvas app.	Microsoft Entra ID security group ▼ Security roles Column-level security Manager hierarchy model **Microsoft Entra ID security group**
Control account balance visibility.	Report access ▼ **Report access** Column-level security Microsoft Entra ID security group
Streamline user administration and role assignment.	Manager hierarchy model ▼ **Security roles** Column-level security Manager hierarchy model Microsoft Entra ID security group

Answer Area:

Answer Area

Requirement	Security component
Share a canvas app.	Microsoft Entra ID security group ▼
	Security roles
	Column-level security
	Manager hierarchy model
	Microsoft Entra ID security group
Control account balance visibility.	Report access ▼
	Report access
	Column-level security
	Microsoft Entra ID security group
Streamline user administration and role assignment.	Manager hierarchy model ▼
	Security roles
	Column-level security
	Manager hierarchy model
	Microsoft Entra ID security group

Section:
Explanation: