



**Microsoft**

**Exam Questions PL-600**

Microsoft Power Platform Solution Architect

## NEW QUESTION 1

### HOTSPOT

An animal welfare organization wants to track the movement of wolf packs in a region. Cameras at specific locations capture images when motion is detected within the camera sensor range. Staff upload the images manually to a shared drive and then analyze the images.

The organization wants to automate image capture and analysis.

The organization has the following requirements: Save captured images in an appropriate location.

Analyze saved images by using an image recognition process.

Display data in real-time dashboards.

You need to recommend the correct technology for 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   | Technology option  |
|---|--|
| Save captured images in an appropriate location.            | <div>▼</div> <div>Business process flow</div> <div>Desktop flow</div> <div>Instant cloud flow</div> <div>Automated cloud flow</div>  |
| Analyze saved images by using an image recognition process. | <div>▼</div> <div>Instant cloud flow and AI Builder</div> <div>Automated cloud flow and AI Builder</div> <div>Desktop flow and AI Builder</div>                                    |
| Display data in real-time dashboards.                       | <div>▼</div> <div>Dynamics 365 interactive experience dashboard</div> <div>Model-driven app dashboard with native graphs</div> <div>Model-driven app dashboard with Power BI</div> |

A. Mastered

B. Not Mastered

Answer: A

### Explanation:

Box 1: Automated cloud flow.

Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.

Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Incorrect Answers:

Business process flows provide a guide for people to get work done. Desktop flows are used to automate tasks on the Web or the desktop.

Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or SharePoint.

Box 2: Desktop flow and AI Builder

Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

Box 3: Model-driven app dashboard with Power BI

The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed.

Reference: <https://docs.microsoft.com/en-us/power-automate/flow-types> <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/use-power-bi>

## NEW QUESTION 2

### DRAG DROP

You need to recommend methods for assigning security to each group of users. The customer provides the following requirements:

Customers need the ability to submit a case through an online portal. Portal must handle 75 concurrent users submitting cases.

Service data must be retained for at least six years.

You need to determine which requirements are functional or non-functional.

Which requirements are functional or non-functional? To answer, drag the appropriate types to the correct requirements. 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          | Requirement   | Type                 |
|----------------|---|----------------------|
| Functional     | Customers need the ability to submit a case through an online portal. | <input type="text"/> |
| Non-functional | Portal must handle 75 current users submitting cases.                 | <input type="text"/> |
|                | Service data must be retained for at least six years.                 | <input type="text"/> |

- A. Mastered  
 B. Not Mastered

**Answer:** A

### Explanation:

Box 1: Functional

Functional requirements describe what the solution needs to do or its behaviors.

Box 2: Non-functional

Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 3: Non-functional

Examples of common non-functional requirement types include: Availability

Compliance/regulatory Data retention/residency

Performance (response time, and so on) Privacy

Recovery time Security Scalability

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

### NEW QUESTION 3

You are a Power Platform consultant for an internet support company.

The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:

All support issues must come in by email, need to be logged, and assigned to the support group.

Accounts must synchronize with the parent company Oracle database.

Reports must be sent to the executives on a weekly basis.

No custom code will be used in the system.

You need to recommend the components that should be configured.

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

NOTE: Each correct selection is worth one point.

- A. Power Virtual Agents  
 B. Microsoft Dataverse  
 C. server-side synchronization  
 D. Microsoft Customer Voice

**Answer:** BD

### Explanation:

The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse.

Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. ... It provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks.

Incorrect Answers:

A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/about> <https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow>

### NEW QUESTION 4

You are designing a self-service portal for a company.

The portal must meet the following requirements:

Customers must be able to submit and review cases.

Customers must be able to chat with service representatives in near real time.

▪ Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns. You need to recommend solutions for the company that do not require custom development.

Which three apps or services should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Field Service  
 B. Dynamics 365 Customer Service  
 C. Omnichannel for Customer Service  
 D. Customer Insights  
 E. Customer self-service portal

**Answer:** BCE

**Explanation:**

• B: Use Dynamics 365 Customer Service to: Track customer issues through cases Record all interactions related to a case Share information in the knowledge base

Create queues and route cases to the right channels

C: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.

E: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates> <https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal> Testlet 2

**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 of 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 still 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.

#### NEW 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

**Answer: B**

#### 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.

#### Testlet 4

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##### Background

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

##### Current environment Overview

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

##### Accounting system

The current system does not handle shop floor or manufacturing planning functionality. Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

##### Other systems

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

##### Requirements

##### Quality inspection app

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer. Inspection orders

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
  - Include information about the person who performed each inspection step and any comments made by the inspector.- Be automatically marked as failed if one inspection step rating is marked as failed.
    - Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template. Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.
- Inspection standardization
- Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must: Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.
- Support the addition of steps to inspections to support custom features added to a machine for a customer.
- Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
- Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
- Support the ability to store photo references within each inspection step to document defects found during inspections. Security
- Users must be active employees of Fabrikam.
- When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in. Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
- You must prevent users from changing inspection order data once an inspection is marked as final. Analytics and reporting The solution must:
- Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point. Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
- Provide a printed quality certificate to be included with each machine. Issues
- During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

#### NEW QUESTION 6

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

**Answer:** CD

#### 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>

#### NEW QUESTION 7

A 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

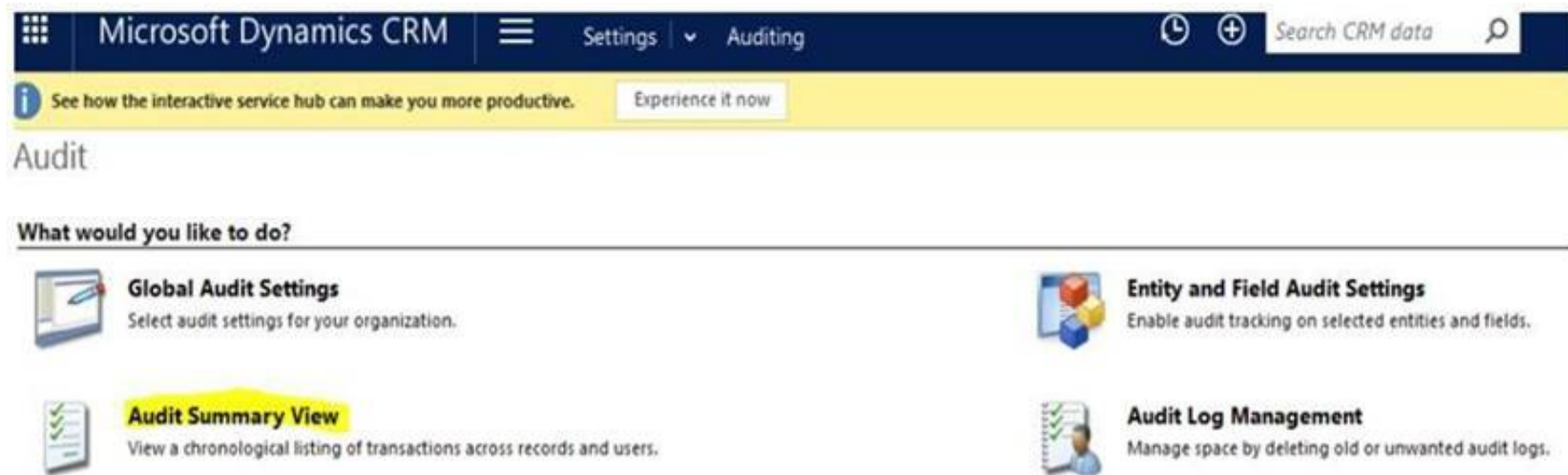
**Answer:** ABD

#### 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:

- \* 1. Go to Settings > System > Auditing.
- \* 2. Choose Audit Summary View.
- \* 3. 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>

### NEW QUESTION 8

#### 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 than 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: Correct

[MISSING]

- A. Mastered
- B. Not Mastered

**Answer: A**

#### 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>

### NEW QUESTION 9

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.

**Answer: D**

#### 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>

### NEW QUESTION 10

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