



PL-600^{Q&As}

Microsoft Power Platform Solution Architect

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QUESTION 1

A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application. The client has the following requirements:

1.

Manage all leads by using the Power Apps app.

2.

Create a lead in the Power Apps app when a user creates a lead in the third-party application.

3.

Update leads in the Power Apps app when a user updates a lead in the third-party application.

4.

Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application.

Which three options can you use to achieve the goal? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dual-write

B. Custom connector

C. Dataflow

D. Power Automate cloud flow

E. Common Data Service connector

Correct Answer: ADE

A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.

D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.

E: Common Data Service provides access to the environment database on the Microsoft Common Data Service. It is available for Logic Apps, Power Automate, and Power Apps.

Reference:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-write-link-common-data-service-apps>



<https://docs.microsoft.com/en-us/connectors/commondataservice/>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api>

QUESTION 2

HOTSPOT

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

The security model must meet the following requirements:

1.

Restrict sharing of data between Power Automate connectors.

2.

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	

Correct Answer:



Answer Area

Requirement

Restrict sharing of data between Power Automate connectors

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

Feature

	▼
Security group	
Data loss prevention policy	

	▼
Security group	
Data loss prevention policy	

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 3

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 to an existing list of contacts in a static worksheet.
- C. Use the import from Excel feature.

Correct Answer: A



Import data that's stored somewhere else into your model-driven 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 4

DRAG DROP

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

The customer provides the following requirements:

1.

Customers need the ability to submit a case through an online portal.

2.

Portal must handle 75 concurrent users submitting cases.

3.

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

Functional

Non-functional

Requirement

Customers need the ability to submit a case through an online portal.

Portal must handle 75 current users submitting cases.

Service data must be retained for at least six years.

Type

Correct Answer:

Answer Area

Types

Functional

Non-functional

Requirement

Customers need the ability to submit a case through an online portal.

Portal must handle 75 current users submitting cases.

Service data must be retained for at least six years.

Type

Functional

Non-functional

Non-functional

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:



1.

Availability

2.

Compliance/regulatory

3.

Data retention/residency

4.

Performance (response time, and so on)

5.

Privacy

6.

Recovery time

7.

Security

8.

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>

QUESTION 5

A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:

1.

Provide customers with an online portal where they can submit and review cases.

2.

Ensure that customers can chat online with a customer service representative at any time.

3.

Route chats to customer service representatives based on skill and availability. You need to recommend a solution to the company.

Which three components should you recommend? Each correct answer presents part of the solution. NOTE: Each



correct selection is worth one point.

- A. Dynamics 365 Virtual Agents chatbots
- B. Customer self-service portal
- C. Dynamics 365 Field Service
- D. Business process flows
- E. Omnichannel for Customer Service

Correct Answer: BDE

B: 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).

E: 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.

Incorrect Answers:

A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.

C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.

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>

QUESTION 6

A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.

The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales.

You need to design the security to avoid sensitive data from being seen.

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

NOTE: Each correct selection is worth one point.

- A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
- B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.



- C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.
- D. Share Power BI dashboards only with users who are supported to see this data.

Correct Answer: AB

A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.

B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to export or print reports.

Reference: <https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

QUESTION 7

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

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 8

HOTSPOT

You are designing a Power Platform solution for a company.

You have the following requirements:

- 1.



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

2.

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.

Correct Answer:

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.

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 9

HOTSPOT

You are designing a Power Platform solution for a company that provides in-home appliance maintenance. When a customer schedules a service appointment, a dispatcher assigns one technician for a specific time and location.

The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

You need to recommend the data type for the captured information.

Which data type 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

Capture information about the technician assigned to each service appointment.

Select the tools that the technician must bring to an appointment.

Data type

	▼
Choice	
Choices	
Customer	
Lookup	

	▼
Choices	
Customer	
Lookup	
Text	

Correct Answer:



Answer Area

Requirement

Capture information about the technician assigned to each service appointment.

Select the tools that the technician must bring to an appointment.

Data type

	▼
Choice	
Choices	
Customer	
Lookup	

	▼
Choices	
Customer	
Lookup	
Text	

Box 1: Choice

Like Choices below, but can only select one of the option.

Incorrect Answers:

1.

Customer: A lookup column that you can use to specify a customer, which can be an account or contact.

2.

Lookup: Data in one table often relates to data in another table. For example, you might have a Teachers table and a Class table, and the Class table might have a lookup relation to the Teachers table to show which teacher teaches the class. You can use a lookup column to show data from the Teachers table. This is commonly referred to as a lookup column.

3.

The LookUp function finds the first record in a table that satisfies a formula. Use LookUp to find a single record that matches one or more criteria. For both, the formula is evaluated for each record of the table

Box 2: Choices You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields>



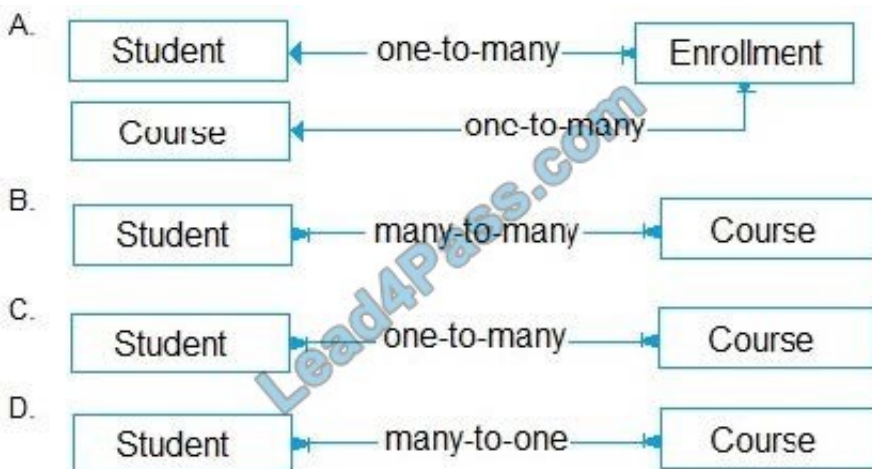
QUESTION 10

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:

1. Track the courses in which each student is enrolled.
2. Track the students that are enrolled in each course.
3. Track dates when each student enrolled in each course and the person who approved the enrollment.
4. 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

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 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. 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: AC

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

1.

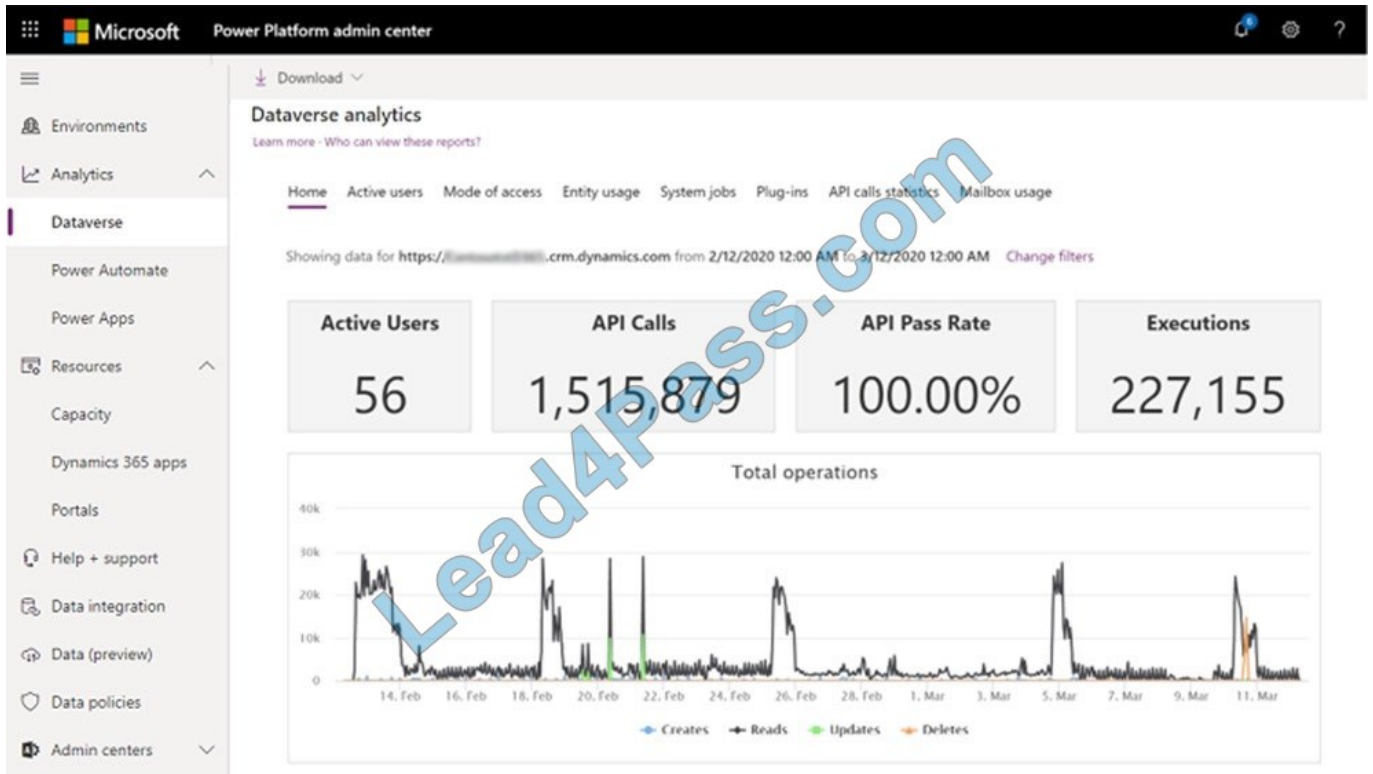
Adjust the app or flow to use fewer API requests

2.

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 12

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:

1.

Form load time is much slower than it was during testing.

2.

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:



Answer Area

Performance issue	Action
Slow form load times	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Correct Answer:

Answer Area

Performance issue	Action
Slow form load times	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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 13

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:

- 1.



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

2.

Accounts must synchronize with the parent company Oracle database.

3.

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

4.

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

Correct Answer: BD

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>

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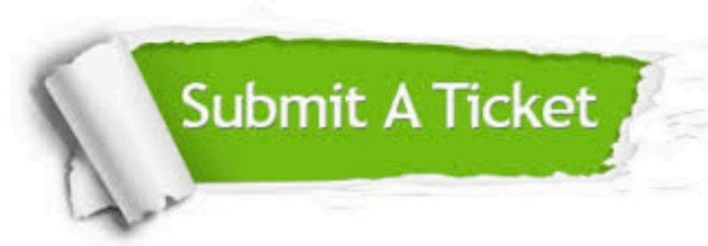
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