



PL-600^{Q&As}

Microsoft Power Platform Solution Architect

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QUESTION 1

You are designing a Microsoft Power Platform solution that will include multiple applications.

You have the following requirements:

Support agents managing cases.

Project managers reviewing and updating their projects.

Stock managers managing warehouses.

New site visitors self-registering.

Employees tracking time entries.

Which three requirements can you meet by implementing role-based applications? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. New site visitors self-registering.
- B. Support agents managing cases.
- C. Stock managers managing warehouses.
- D. Staff tracking time entries.
- E. Staff tracking time entries.

Correct Answer: BCE

QUESTION 2

DRAG DROP

You are designing data loss policies for a Microsoft Power Platform implementation.

You have the following requirements:

1.

Solutions that use the HTTP connector must not include any other connectors.

2.

Prevent the use of the Microsoft Forms connector.

3.



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

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 3

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:



Tools

Business Rule

Workflows

Business process flow

Answer Area

Requirement

Tool

Users must follow the same set of steps each time they process opportunities.

Tool

For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.

Tool

An error message must display if a follow-up date is not within seven days of the opportunity creation date.

Tool

Correct Answer:

Tools

Answer Area

Requirement

Tool

Users must follow the same set of steps each time they process opportunities.

Business process flow

For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.

Business Rule

An error message must display if a follow-up date is not within seven days of the opportunity creation date.

Workflows

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 4

You are designing a self-service portal for a company. The portal must meet the following requirements:

1.

Customers must be able to submit and review cases.

2.

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

3.

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

Correct Answer: BCE

B: Use Dynamics 365 Customer Service to:

1.

Track customer issues through cases

2.

Record all interactions related to a case

3.

Share information in the knowledge base

4.

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>

QUESTION 5

A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

Track opportunities and reasons for the win or loss of opportunities in the context of other related data.

Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Power Platform tool to help the client visualize the data.

Which two technologies should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Power BI



B. Power Automate

C. Power Virtual Agents

D. Power Apps

Correct Answer: AD

A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. It is part of the Microsoft Power Platform.

D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service (<https://powerbi.com>) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.

Reference:

<https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps>

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