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Microsoft Power Platform Solution Architect

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QUESTION 1

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 2

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 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.

Correct Answer:

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.

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 3

HOTSPOT

A company reports the following issues with an existing data management system.

Users cannot search for specific records by using a user-friendly ID or record identifier.

Users occasionally enter data into fields that is not required.

The record form displays all fields. Many of the fields are not used.

You need to ensure that the Power Platform solution will ensure data quality can be properly maintained.

Which component should you use? To answer, select the appropriate options in the answer area.

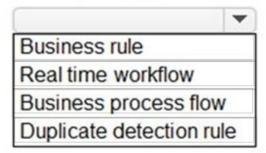NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	▼ Business rule Autonumber column Business process flow Duplicate detection rule
You must prevent data entry into columns that do not require entry.	▼ Business rule Real time workflow Business process flow Duplicate detection rule

Correct Answer:

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	▼ Business rule **Autonumber column** Business process flow Duplicate detection rule
You must prevent data entry into columns that do not require entry.	▼ **Business rule** Real time workflow Business process flow Duplicate detection rule

Box 1: Autonumber column

Autonumber columns are columns that automatically generate alphanumeric strings whenever they are created.

Box 2: Business rule

By combining conditions and actions, you can do any of the following with business rules:

Enable or disable columns

Set column values

Clear column values

Set column requirement levels

Show or hide columns

Validate data and show error messages

Create business recommendations based on business intelligence.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/autonumber-fields
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

QUESTION 4

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.

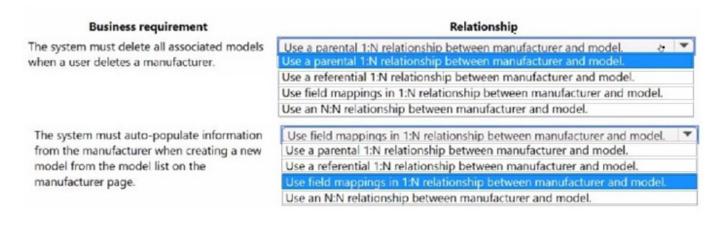Delete all associated models when a user deletes a manufacturer.

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:

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.

Correct Answer:

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.

QUESTION 5

HOTSPOT

A company plans to deploy multiple Microsoft Dataverse environments. You are supporting the go-live process.

The company reports the following access issues:

1.

Users can access account records but cannot read a column in the table.

2.

A licensed user receives an insufficient permission error when opening leads.

3.

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.

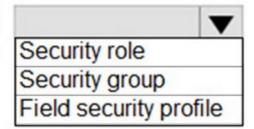NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

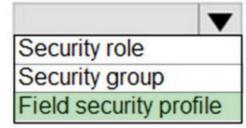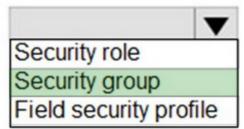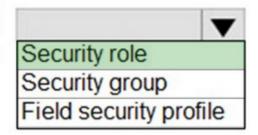| Issue	Action
Users can access account records but cannot read a column in the table.	Security role / Security group / Field security profile
A licensed user receives an insufficient permission error when opening leads.	Security role / Security group / Field security profile
A licensed user does not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

Correct Answer:

Answer Area

Issue	Action

Issue

Users can access account records but cannot read a column in the table.

Action

▼
Security role
Security group
Field security profile

Issue

A licensed user receives an insufficient permission error when opening leads.

Action

▼
Security role
Security group
Field security profile

Issue

A licensed user does not appear in the list of users available for security assignment.

Action

▼
Security role
Security group
Field security profile

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

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