



PL-600^{Q&As}

Microsoft Power Platform Solution Architect

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QUESTION 1

A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to

another employee who creates contacts or updates existing contacts.

You need to recommend a solution to automate the process.

What should you recommend?

- A. Excel Online Connector
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Marketing

Correct Answer: B

Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customer- based data from different sources. A classic scenario would be to merge data from customer service software, like Freshdesk, and online sales, such as Shopware, into one source for reporting and further data analysis.

Reference: <https://msdynamicsworld.com/story/microsoft-dynamics-365-customer-insights-overview>

QUESTION 2

HOTSPOT

You need to recommend a collaboration tool for each group.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Post requests to a system that is not always available and limited in its ability to process high volumes of messages.

Azure Service Bus
Azure Notification Hub
Azure Active Directory
Azure ExpressRoute

Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.

Azure Relay
Azure SQL
Azure Cognitive Services
Azure API Management

Stream large volumes of data from the company's website to a live Power BI dashboard.

Azure Event Hubs
Azure Service Bus
Azure SQL

Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

Azure Logic Apps
Azure Functions
Azure Service Bus



Correct Answer:

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

Box 1: Microsoft Teams

Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.

Box 2: Dynamics 365 Workspace

Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.

The Expense management mobile workspace lets users capture and upload a receipt, so that they can attach it to an expense report later.

Reference:



<https://docs.microsoft.com/en-us/dynamics365/project-operations/prod-exp/expense-management-mobile-workspace>

QUESTION 3

You design integration with an external data source that uses sequential integer values as primary keys for the records contained in it. Data synchronization will occur in Microsoft Dataverse so users can access data.

Data within Microsoft Dataverse must be accurate against the data in the external data source.

You need to ensure that the data from the external data source does not create duplicated rows in Microsoft Dataverse.

Which two features should you use?

Each correct answer presents part of the solution.

- A. Webhook
- B. Change tracking
- C. Duplicate detection rules
- D. Upsert method
- E. Alternate key

Correct Answer: CE

Reference: <https://learn.microsoft.com/en-us/power-apps/developer/data-platform/use-upsert-insert-update-record> <https://powerusers.microsoft.com/t5/Microsoft-Dataverse/Question-regarding-Power-Query-and-CDS/m-p/599566#M5825>
<https://learn.microsoft.com/en-us/power-platform/admin/detect-duplicate-records>

QUESTION 4

DRAG DROP

You need to propose a solution for form requirements.

What should you recommend? To answer, drag the appropriate solutions to the correct requirements. 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:



Answer Area

Requirement

Action

Obtain the serial number and other machine attributes for use in the inspection order.

	▼
Use a virtual table.	
Import to a custom table.	
Create a lookup to Dynamics 365 Field Service.	

Configure the relationship between inspection orders and inspection ratings.

	▼
Create a one-to-many relationship and set the behavior to Parental.	
Create a many-to-many relationship and set the behavior to Parental.	
Create a one-to-many relationship and set the behavior to Cascade None.	
Create a many-to-many relationship and set the behavior to Cascade None.	

Correct Answer:

Answer Area

Requirement

Action

Obtain the serial number and other machine attributes for use in the inspection order.

	▼
Use a virtual table.	
Import to a custom table.	
Create a lookup to Dynamics 365 Field Service.	

Configure the relationship between inspection orders and inspection ratings.

	▼
Create a one-to-many relationship and set the behavior to Parental.	
Create a many-to-many relationship and set the behavior to Parental.	
Create a one-to-many relationship and set the behavior to Cascade None.	
Create a many-to-many relationship and set the behavior to Cascade None.	

Box 1: Field controls

You must standardize the format used by agents to enter customer phone numbers.

Box 2: Workflow

Log issues as cases. The case form must show variable sections based on the case type.

QUESTION 5

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****Issue**

The superuser team cannot set the environment variables.

Resolution

Assign the System Customizer role.
Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.

Users cannot access the model-driven app.

Assign the Basic User role.
Assign the Service Reader role.
Assign the Office Collaborator role.
Add the Azure AD Security Group.

Users cannot access the canvas app.

Assign the System Customizer role.
Assign the Service Reader role.
Add users to the superuser team.
Add users to an Azure AD Security Group.

Correct Answer:

Answer Area**Issue**

The superuser team cannot set the environment variables.

Resolution

Assign the System Customizer role.
Assign the Basic User role.
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Assign the System Customizer role.
Assign the Service Reader role.
Add users to the superuser team.
Add users to an Azure AD Security Group.



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>

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