



PL-600^{Q&As}

Microsoft Power Platform Solution Architect

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**QUESTION 1**

You are designing a Microsoft Power Platform solution to help a company manage sales leads. The solution has the following requirements:

1.

Ensure that users follow a predefined sales process regardless of the device that employees use to access the app.

2.

Respond to sales events by using organization-defined best practices.

You need to recommend a component for the app.

What should you recommend?

A. Power Automate cloud flow

B. Business process flow

C. Power Automate desktop flow

D. Playbook

Correct Answer: B

You can help ensure that people enter data consistently and follow the same steps every time they work with a customer by creating a business process flow. For example, you might want to create a business process flow to have everyone handle customer service requests the same way, or to require that people get approval for an invoice before submitting an order. Business process flows use the same underlying technology as other processes, but the capabilities that they provide are very different from other features that use processes.

Reference: <https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview>

QUESTION 2

A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows.

You need to recommend a solution to enable the calculation in real time.

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

NOTE: Each correct selection is worth one point.

A. Consolidate asynchronous workflow into a single real-time workflow.



- B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.
- C. Implement a business process flow to replace the existing workflows.
- D. Convert the asynchronous workflows to a synchronous plug-in.

Correct Answer: AB

QUESTION 3

DRAG DROP

You are overseeing the data migration for a Microsoft Power Platform solution.

The migration team is performing a test migration with a subset of data. The migration team reports the following findings:

1.

Users who own account rows are receiving system generated emails.

2.

Data that is not part of the migration is being added to the Contact and Appointment tables.

3.

The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

You need to recommend strategies to resolve the reported issues.

What should you recommend? To answer, drag the appropriate resolution to the correct migration problem. Each resolution 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

Migration issue

Users who own account rows are receiving system generated emails.

Data that is not part of the migration is being added to the Contact and Appointment tables.

The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

Resolution strategies

Disable auditing.

Disable duplicate detection.

Disable all custom JavaScript functions.

Disable all workflows, plug-ins, and Power Platform admin center

Resolution strategy

Correct Answer:



Resolution strategies

Disable all custom
JavaScript functions.

Answer Area

Migration issue

Users who own account rows are receiving system generated emails.

Data that is not part of the migration is being added to the Contact and Appointment tables.

The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

Resolution strategy

Disable duplicate detection.

Disable all workflows, plug-ins,
and Power Platform admin center

Disable auditing.

Box 1: Disable duplicate detection

Duplicate detection has rules for sending emails.

Box 2: Disable all workflows, plug-ins, and Power Platform admin center

Box 3: Disable auditing

Auditing affects the size of the log file.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean>

**QUESTION 4****DRAG DROP**

A new customer asks you to design a solution for a Power Apps app that uses Microsoft Dataverse.

The customer wants to keep the service process simple and save on both licensing and development time.

You need to recommend solutions for the customer.

What should you recommend? 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:

Solutions	Answer Area
	Scenario
Canvas app	Show the app in Microsoft Outlook.
Model-driven app	Use Universal Resource Scheduling.
Dynamics 365 Customer Service	Take notes on a mobile phone and record GPS coordinates automatically.

Solution
Solution
Solution
Solution

Correct Answer:

Solutions	Answer Area
	Scenario
	Show the app in Microsoft Outlook.
	Use Universal Resource Scheduling.
	Take notes on a mobile phone and record GPS coordinates automatically.

Solution
Model-driven app
Dynamics 365 Customer Service
Canvas app

Box 1: Model-drive app

Integration with Microsoft Outlook requires a Model-driven app.

Box 2: Dynamics 365 Customer Service

Schedule anything in Dynamics 365 using Universal Resource Scheduling. You can enable scheduling for any entity in Dynamics 365 Sales, Field Service, Customer Service, and Project Service Automation, including custom entities.

Box 3: Canvas app

Reference:

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**QUESTION 5****HOTSPOT**

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.

The company reports the following data quality issues with the existing solution:

Users often encounter a character limit when entering data.

The database includes multiple instances of duplicate records.

You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform 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	Solution
Users often encounter a character limit when entering data.	<div><div></div><div>Define a data mask.</div><div>Define and implement duplicate detection rules.</div><div>Define the data type and format for each column.</div></div>
The database includes multiple instances of some records.	<div><div></div><div>Define requirements for data entry.</div><div>Define and implement duplicate detection rules.</div><div>Define the data type and format for each column.</div></div>

Correct Answer:



Answer Area

Issue

Users often encounter a character limit when entering data.

The database includes multiple instances of some records.

Solution

Define a data mask.

Define and implement duplicate detection rules.

Define the data type and format for each column.

Define requirements for data entry.

Define and implement duplicate detection rules.

Define the data type and format for each column.

Box 1: Define the data type and format for each column Increase the data type size of the column.

Box 2: Define and implement duplicate detection rules

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean>

QUESTION 6

You need to recommend a solution for creating the initial inspection checklists. What should you recommend?

- A. Power Apps Maker portal
- B. Dataverse for Teams
- C. Power Apps Studio
- D. Data Migration utility

Correct Answer: B

Scenario: Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated.

Dataverse for Teams - built on Microsoft Dataverse - provides relational data storage, rich data types, enterprise-grade governance, and one-click solution deployment to the Microsoft Teams app store.

Dataverse for teams table creation has all of the things that are great about Microsoft Lists, without the major downsides.

Reference:

<https://docs.microsoft.com/en-us/powerapps/teams/create-table>

**QUESTION 7**

A company has a Power Platform environment that connects to a third-party marketing application.

The company reports that the data in the Power Platform lead table does not match data from the marketing application.

Issues include:

1.

The owner data in the lead table and the third-party application do not match.

2.

The Topic column has more information than the related record from the marketing application.

3.

There are differences in how telephone numbers are formatted.

You need to determine which processes are causing the issues.

Which three processes may be causing the differences observed? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Dataflow

B. Business rule

C. Classic workflow

D. Power Automate cloud flow

E. Duplicate detection rule

Correct Answer: ABC

A: With advanced data preparation available in Power Apps, you can create a collection of data called a dataflow, which you can then use to connect with business data from various sources, clean the data, transform it, and then load it to Microsoft Dataverse or your organization's Azure Data Lake Gen2 storage account.

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

1.

Set column values

2.

Clear column values

3.

Set column requirement levels



4.

Show or hide columns

5.

Enable or disable columns

6.

Validate data and show error messages

7.

Create business recommendations based on business intelligence.

C: Duplicate detection works by comparing generated match codes of existing records with each new record being created. These match codes are created as each new record is created. Therefore, there is potential for one or more duplicate records to be created if they are processed at the exact same moment. In addition to detecting duplicates as they are created, you should schedule duplicate detection jobs to check for other potential duplicate records.

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

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-and-use-dataflows>

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

QUESTION 8

HOTSPOT

You need to design the quality inspection order data model.

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	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div><div></div><div>Use a virtual table.</div><div>Import to a custom table.</div><div>Create a lookup to Dynamics 365 Field Service.</div></div>
Configure the relationship between inspection orders and inspection ratings.	<div><div></div><div>Create a one-to-many relationship and set the behavior to Parental.</div><div>Create a many-to-many relationship and set the behavior to Parental.</div><div>Create a one-to-many relationship and set the behavior to Cascade None.</div><div>Create a many-to-many relationship and set the behavior to Cascade None.</div></div>

Correct Answer:



Answer Area

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div><div></div><div>Use a virtual table.</div><div>Import to a custom table.</div><div>Create a lookup to Dynamics 365 Field Service.</div></div>
Configure the relationship between inspection orders and inspection ratings.	<div><div></div><div>Create a one-to-many relationship and set the behavior to Parental.</div><div>Create a many-to-many relationship and set the behavior to Parental.</div><div>Create a one-to-many relationship and set the behavior to Cascade None.</div><div>Create a many-to-many relationship and set the behavior to Cascade None.</div></div>

Box 1: Create a lookup to Dynamics 365 Field Service

Scenario: Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Entity lookup: Allows technicians to choose a Dynamics 365 record. In the inspection designer interface, admins must select an entity and a field to display. For a chosen entity, the Name field and mandatory fields are the entity attributes that

can be displayed in the lookup.

Box 2: Create a one-to-many relationship and set the behavior to Parental

Scenario: Inspection orders must:

1.

Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.

2.

Be automatically marked as failed if one inspection step rating is marked as failed.

Each inspection order can have one or many inspection steps, and each inspection step has a rating.

Note: Each pair of tables that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet usually only one of those relationships can be considered a parental table relationship.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships>

QUESTION 9

DRAG DROP

You need to recommend the appropriate messaging channel solutions for the organization.



What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option 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

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	
Dynamics 365 Customer Service	Patients	
Omnichannel for Customer Service dashboard		

Correct Answer:

Answer Area

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	Omnichannel for Customer Service dashboard
	Patients	Dynamics 365 Customer Service

Box 1: Omnichannel for Customer Service dashboard

Scenario: Workers must be able to communicate in near real-time with worker support agents.

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.

If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.

Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This

dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service



Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview>

QUESTION 10

DRAG DROP

You are designing a Microsoft Power Platform solution for a financial services company. Data from existing financial systems will be imported into Microsoft Dataverse and displayed to users as part of the app deployment.

The company has the following issues with data:

Phone numbers in records can contain letters in the record.

Security has not been applied to financial total values held in each record.

Users and managers can see all records.

You need to apply data quality standards to the solution.

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

**Solutions****Answer Area****Data quality item**

Phone numbers must contain only numbers.

Account financial totals are secured for only authorized users to access.

Users must be able to view their records and managers must be able to view records for their team.

Solution

Correct Answer:

Solutions**Answer Area****Data quality item**

Phone numbers must contain only numbers.

Account financial totals are secured for only authorized users to access.

Users must be able to view their records and managers must be able to view records for their team.

Solution



Reference: <https://learn.microsoft.com/en-us/power-apps/developer/data-platform/field-security-entities>

<https://learn.microsoft.com/en-us/power-platform/admin/hierarchy-security>

QUESTION 11

A local bank uses Microsoft Power Platform apps to store customer data.

The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design.

You need to recommend a solution to the bank that meets the following requirements:

1.

The system must restrict access to customer social security numbers to the vice president of finance only.

2.

The vice president of finance must be able to read and update customer social security numbers. Which two actions should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Set the values for the read permission and for the update permission for social security number to yes.

B. Enable field-level security for the member table.

C. Create a field-level security profile.

D. Enable field-level security for the social security number column.

Correct Answer: CD

Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.

1.

Enable field security on one or more fields for a given entity.

2.

Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

QUESTION 12

You are designing a Microsoft Power Platform solution that uses Microsoft Dataverse.

You need to recommend a way to update currency exchange rates within Microsoft Dataverse.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.



NOTE: Each correct selection is worth one point.

- A. Review AppSource for prebuilt solutions.
- B. Create a Power Automate flow that uses a custom connection or HTTP request to an outside source for exchange rates.
- C. Embed an iframe that points to a currency exchange service into a model-driven app.
- D. Use the Power BI connector to establish a link that updates Microsoft Dataverse with the current exchange rate.

Correct Answer: AB

B: We need is a source for exchange rates. There are some published connectors, but you also use a free service called Exchange Rates API, which are based on the European Central Bank, and create a custom connection. Now that we have our custom connector defined and have a way to request the latest exchange rates, the next step is to create a Power Automate flow that will update all of currencies setup in our Dataverse environment.

Dataverse is a multicurrency system, in which each record can be associated with its own currency. This currency is called the transaction currency. The multicurrency features enable users to perform financial transactions like opportunities, quotes, orders, and invoices in multiple currencies. This feature also provides a currency choice to the end user when a financial transaction occurs.

Reference: <https://readyxrm.blog/2021/03/10/updating-currency-exchange-rates-in-dataverse/>

QUESTION 13

A pharma company uses a proprietary system to manage its chemical experiments. The company uses Microsoft Dynamics 365 Project Operations to manage lab staff and resources.

Employees manually update Project Operations data with data from their proprietary system as needed. Employees are not able to provide a definite schema for their data.

You need to provide a solution that will allow employees to configure their own automatic updates.

Which component should you use?

- A. Dataflows
- B. Custom connectors
- C. Data gateways
- D. Microsoft Power Automate flows

Correct Answer: D

QUESTION 14

A company has an expense approval process that allows expenses to be submitted in multiple currencies.



An accountant converts the expense amount to USD as part of the approval process.

You need to automate the conversion by using the RESTful API.

What should you do?

- A. Create a desktop flow. Use an Invoke web service action to get the currency conversion rate.
- B. Create a desktop flow. Use an Azure action to get the currency conversion rate.
- C. Create a cloud flow. Use the Microsoft Graph API to get the currency conversion rate.
- D. Create a cloud flow and a custom connector. Install a data gateway. Use the custom connector to get the currency conversion rate by using the data gateway.

Correct Answer: C

Explanation:

Microsoft Graph is a RESTful web API that enables you to access Microsoft Cloud service resources. After you register your app and get authentication tokens for a user or service, you can make requests to the Microsoft Graph API.

Microsoft 365 core services: Bookings, Calendar, Delve, Excel, Microsoft 365 compliance eDiscovery, Microsoft Search, OneDrive, OneNote, Outlook/Exchange, People (Outlook contacts), Planner, SharePoint, Teams, To Do, Viva Insights

Enterprise Mobility + Security services: Advanced Threat Analytics, Advanced Threat Protection, Azure Active Directory, Identity Manager, and Intune

Windows services: activities, devices, notifications, Universal Print

Dynamics 365 Business Central services.

Incorrect:

Not D: The on-premises data gateway acts as a bridge. It provides quick and secure data transfer between on-premises data, which is data that isn't in the cloud, and several Microsoft cloud services. These services include Power BI, Power

Apps, Power Automate, Azure Analysis Services, and Azure Logic Apps.

Reference:

<https://learn.microsoft.com/en-us/graph/overview>

QUESTION 15

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>

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