



# PL-600<sup>Q&As</sup>

Microsoft Power Platform Solution Architect

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## QUESTION 1

A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf.

The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution.

You need to recommend a solution to combine the room and shelf fields into a single column during the import process.

Which tool should you recommend?

- A. Power Platform dataflows
- B. Data Import Wizard
- C. import from CSV
- D. Microsoft Excel Online

Correct Answer: B

Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files. Use transformation mapping to

modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table.

Note:

To implement data import, you typically do the following:

1.  
Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
2.  
Create a data map or use an existing data map.
3.  
Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.
4.  
Create a data map or use an existing data map.
5.  
Associate an import file with a data map.
6.  
Upload the content from a source file to the associated import file.

7.

Parse the import file.

8.

Transform the parsed data.

9.

Upload the transformed data into the target Dataverse server.

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

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import>

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## QUESTION 2

You need to recommend a solution for handling data entry requirements for the mobile audit teams. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player

B. Canvas app within a browser

C. Dynamics 365 Field Service

D. Dynamics 365 App for Outlook

Correct Answer: AB

Scenario:

Audit teams must have the ability to view worker information on their mobile devices.

Audit teams must be able to record data during visits to locations where workers are placed.

When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/run-app-browser>

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## QUESTION 3

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.

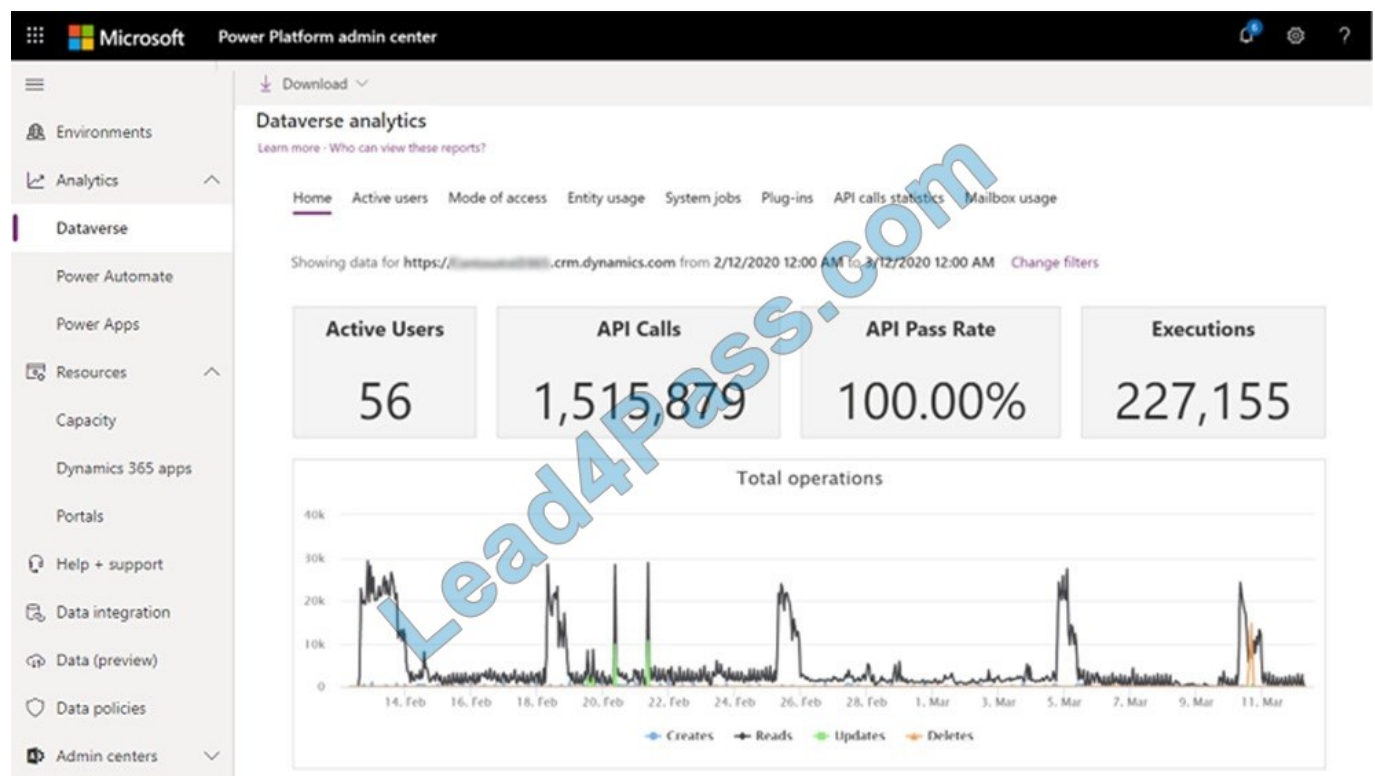
Adjust the app or flow to use fewer API requests

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>

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#### QUESTION 4

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 5

### HOTSPOT

A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook.

The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.

The company needs the following custom table relationships defined:

1.

Associate educators with a list of their professional qualifications.

2.

Assign a primary educator to each course that is held.

3.

Collect information about every course that is held.

You need to determine the type of relationship that best fits the requirement.

Which type of table relationship 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	Relationship
Educators must be associated with their qualifications.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>
When a course is held there must be a primary educator assigned.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>
When a course is held, the company needs to collect information on that session.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>

Correct Answer:

## Answer Area

Requirement	Relationship
Educators must be associated with their qualifications.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>
When a course is held there must be a primary educator assigned.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>
When a course is held, the company needs to collect information on that session.	<div>▼</div> <div>Many-to-many relationship that uses a system generated table</div> <div>Many-to-many relationship that uses a custom table</div> <div>One-to-many relationship</div>

Box 1: One-to-many relationship

Each educator can have 0, 1, or many qualifications Box 2: One-to-many relationship Each educator can be the primary educator for 0, 1 or many courses.

Box 3: Many-to-many relationship that uses a custom table.

Note: 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.

Reference:

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

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## QUESTION 6

You are designing a model-driven app that allows a company to manage sales opportunities. The company has a complex security model that includes the following requirements:

1.  
The vice president of sales must be able to see opportunities for sales managers and sales representatives.
2.  
Sales managers must be able to see opportunities for all sales representatives.
3.  
Sales representatives must only see opportunities that they own.

You need to recommend security tools for controlling user access.

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

NOTE: Each correct selection is worth one point.

- A. Account hierarchy
- B. Field security profile
- C. Position hierarchy
- D. Security roles

Correct Answer: CD

With the position hierarchy security, a user at a higher position has access to the records owned by a lower position user or by the team that a user is a member of, and to the records that are directly shared to the user or the team that a user

is a member of.

The hierarchy security model is an extension to the earlier security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/hierarchical-security-control-access-entities>

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**QUESTION 7**

You are designing a database table for a client. You have the following requirements:

1.

Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values.

2.

Prevent the addition of duplicate colors based on the hexadecimal value for the color.

You need to recommend a design for the table.

Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Mark the hex value column as business required.
- B. Configure and schedule a recurring bulk record deletion job.
- C. Create alternate keys for the table.
- D. Mark the RGB value column as business required.

Correct Answer: BC

B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app.

C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to define which columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity>

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**QUESTION 8**

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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## QUESTION 9

### HOTSPOT

An animal welfare organization wants to track the movement of wolf packs in a region. Cameras at specific locations capture images when motion is detected within the camera sensor range. Staff upload the images manually to a shared drive and then analyze the images.

The organization wants to automate image capture and analysis. The organization has the following requirements:

1.

Save captured images in an appropriate location.

2.



Analyze saved images by using an image recognition process.

3.

Display data in real-time dashboards.

You need to recommend the correct technology for the requirements.

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

### Technology option

Save captured images in an appropriate location.

Business process flow  
Desktop flow  
Instant cloud flow  
Automated cloud flow

Analyze saved images by using an image recognition process.

Instant cloud flow and AI Builder  
Automated cloud flow and AI Builder  
Desktop flow and AI Builder

Display data in real-time dashboards.

Dynamics 365 interactive experience dashboard  
Model-driven app dashboard with native graphs  
Model-driven app dashboard with Power BI

Correct Answer:



## Answer Area

### Requirement

### Technology option

Save captured images in an appropriate location.

	▼
Business process flow	
Desktop flow	
Instant cloud flow	
Automated cloud flow	

Analyze saved images by using an image recognition process.

	▼
Instant cloud flow and AI Builder	
Automated cloud flow and AI Builder	
Desktop flow and AI Builder	

Display data in real-time dashboards.

	▼
Dynamics 365 interactive experience dashboard	
Model-driven app dashboard with native graphs	
Model-driven app dashboard with Power BI	

Box 1: Automated cloud flow.

Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.

Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Incorrect Answers:

1.

Business process flows provide a guide for people to get work done.

2.

Desktop flows are used to automate tasks on the Web or the desktop.

3.

Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or SharePoint.

Box 2: Desktop flow and AI Builder Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web. Box 3: Model-driven app dashboard with Power BI



The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed.

Reference: <https://docs.microsoft.com/en-us/power-automate/flow-types> <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/use-power-bi>

## QUESTION 10

### HOTSPOT

You need to design a Power Platform solution that meets the following requirements:

1.

Capture data from a row during deletion to be used in an automated process.

2.

Use AI to process forms and automate data entry from paper-based forms.

Which requirements can be met by using out-of-the box Power Platform components?

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

Yes

No

Capture data from a row during deletion to be used in an automated process.

☐☐

Use AI to process forms and automate data entry from paper-based forms.

☐☐

Correct Answer:

### Answer Area

Yes

No

Capture data from a row during deletion to be used in an automated process.

☒☐

Use AI to process forms and automate data entry from paper-based forms.

☒☐

Box 1: Yes



This can be done with Dataverse flows: The When a row is added, modified or deleted trigger runs a flow whenever a row of a selected table and scope changes or is created.

Box 2: Yes

AI Builder is a Microsoft Power Platform capability that provides AI models that are designed to optimize your business processes. AI Builder enables your business to use AI to automate processes and glean insights from your data in Power

Apps and Power Automate.

Reference:

<https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger>

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## QUESTION 11

### 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

### Data type

Capture information about the technician assigned to each service appointment.

	▼
Choice	
Choices	
Customer	
Lookup	

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

	▼
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 12

### HOTSPOT

You need to recommend a solution to meet user interface requirements.

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	Solution
Visual representation of gauge readings with minimum and maximum tolerances.	<div>▼</div> <div>Create and embed a Power BI radial gauge. Create and embed a custom visualization component. Create and embed a standard Power Apps donut chart.</div>
Add visibility to the manufacturing inspection records for onsite technicians.	<div>▼</div> <div>Configure mobile offline synchronization. Add an inspection order to the work order form Modify the sitemap for Dynamics 365 Field Service.</div>

Correct Answer:

### Answer Area

Requirement	Solution
Visual representation of gauge readings with minimum and maximum tolerances.	<div>▼</div> <div>Create and embed a Power BI radial gauge. Create and embed a custom visualization component. Create and embed a standard Power Apps donut chart.</div>
Add visibility to the manufacturing inspection records for onsite technicians.	<div>▼</div> <div>Configure mobile offline synchronization. Add an inspection order to the work order form Modify the sitemap for Dynamics 365 Field Service.</div>

Box 1: Create and embed a Power BI radial gauge A radial gauge chart has a circular arc and shows a single value that measures progress toward a goal or a Key Performance Indicator (KPI). The line (or needle) represents the goal or target value. The shading represents the progress toward that goal. The value inside the arc represents the progress value. Power BI spreads all possible values evenly along the arc, from the minimum (left-most value) to the maximum (right-most value).



In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team

is averaging approximately 120 sales this month.

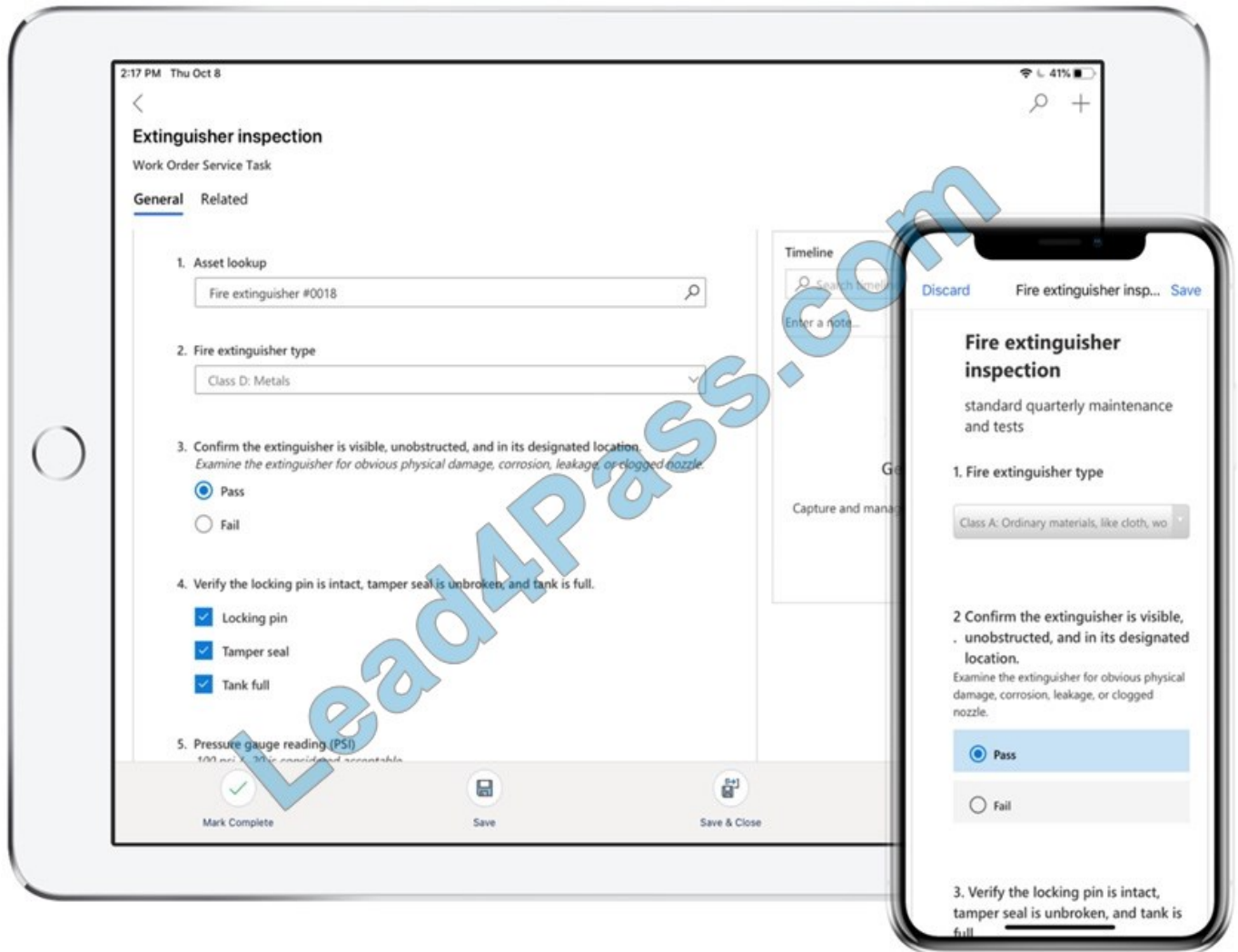
Box 2: Add an inspection order to the work order form

You can add inspections to work orders in Dynamics 365 Field Service.

Field Service inspections are digital forms that technicians use to quickly and easily answer a list of questions as part of a work order. The list of questions can include safety protocols, pass-and-fail tests for a customer asset, an interview with

a customer, or other audits and assessments performed before, during, or after a work order.

Example:



Reference: <https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-radial-gauge-charts>

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

## QUESTION 13

### HOTSPOT

You are supporting the go-live process for a company. The company is responsible for migrating data to the Power Platform by using a custom solution.

The company reports the following issues:

1.

Migration processes fail due to operation timeouts.

2.

Records that include lookup columns often fail to load.





You need to recommend a 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
Migration processes fail due to operation timeouts.	<div>▼</div> <div>Increase multithreading and/or batch size settings.</div> <div>Decrease multithreading and/or batch size settings.</div> <div>Ensure you are loading data into all tables at the same time.</div> <div>Ensure you are loading data into tables in a particular order.</div>
Records that include lookup columns often fail to load.	<div>▼</div> <div>Increase multithreading and/or batch size settings.</div> <div>Decrease multithreading and/or batch size settings.</div> <div>Ensure you are loading data into all tables at the same time.</div> <div>Ensure you are loading data into tables in a specific order.</div>

Correct Answer:

## Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	<div>▼</div> <div>Increase multithreading and/or batch size settings.</div> <div>Decrease multithreading and/or batch size settings.</div> <div>Ensure you are loading data into all tables at the same time.</div> <div>Ensure you are loading data into tables in a particular order.</div>
Records that include lookup columns often fail to load.	<div>▼</div> <div>Increase multithreading and/or batch size settings.</div> <div>Decrease multithreading and/or batch size settings.</div> <div>Ensure you are loading data into all tables at the same time.</div> <div>Ensure you are loading data into tables in a specific order.</div>



Box 1: Increase multithreading and/or batch size settings

Box 2: Ensure you are loading data in a specific order. Load the base tables in the hierarchies first.

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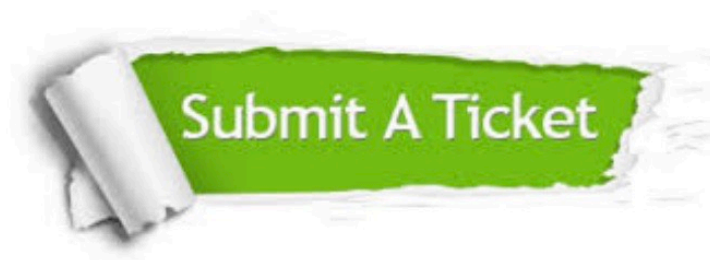
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