# PL-600 Q&As

Microsoft Power Platform Solution Architect

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**QUESTION 1**

DRAG DROP

You are a Microsoft Power Platform architect reviewing requirements for an online shopping app.

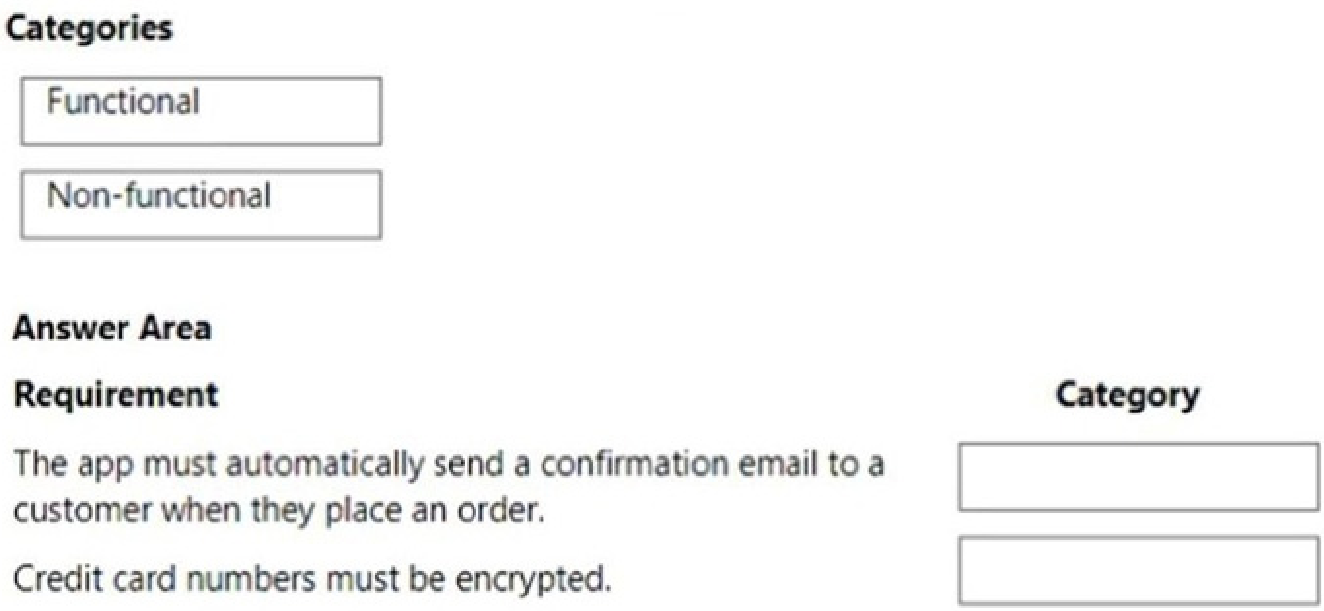
You need to identify requirement types for the app.

How should you categorize the requirements? To answer, drag the appropriate types to the correct requirements. Each type 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:




Correct Answer:

**Categories**

**Answer Area**

| Requirement | Category |
|---|---|
| The app must automatically send a confirmation email to a customer when they place an order. | Functional |
| Credit card numbers must be encrypted. | Non-functional |

Explanation:

Box 1: Functional Functional requirements describe what the solution needs to do or its behaviors. Box 2: Non-functional

Examples of common non-functional requirement types include: Availability Compliance/regulatory Data retention/residency Performance (response time, and so on) Privacy Recovery time *--> Security Scalability Reference:

https://learn.microsoft.com/en-us/training/modules/work-with-requirements/3-functional-requirements

https://learn.microsoft.com/en-us/training/modules/work-with-requirements/4-non-functional-requirements

**QUESTION 2**

You are creating a scope of work document for a solution. You have the following requirements:

1.

Track support cases, first response time, and resolution time.

2.

Include a chat-like interface that allows managers to check the status of cases with minimal manual searching.

3.

Allow cases to have multiple different priority levels.

You need to include the required Dynamics 365 and Microsoft Power Platform components.

Which two components should you include? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 Customer Service

B. Power Virtual Agents

C. Power BI

D. Dynamics 365 Customer Voice

Correct Answer: AB

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. 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

5.

Create and track service levels through service-level agreements (SLAs)

6.

Define service terms through entitlements

7.

Manage performance and productivity through reports and dashboards

8.

Create and schedule services

9.

Participate in chats 10.Manage conversations across channels

Reference: https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents https://docs.microsoft.com/en-us/dynamics365/customer-service/overview

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**QUESTION 3**

A company has a custom web-based solution that is hosted on Azure. You design a Power Platform solution to provide the company additional capabilities.

You need to integrate the Power Platform solution with the web-based solution.

What should you recommend?

A. Connection reference

B. Custom connector

C. Desktop flow

D. Data gateway

Correct Answer: B

A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API. Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.

Reference: https://docs.microsoft.com/en-us/learn/modules/create-custom-connector-power-platform/1-introduction

**QUESTION 4**

You are designing forms for a Microsoft Power Platform solution. Each person must see only the columns required for their department.

| Department | Requirements |
| --- | --- |
| Inside sales | • Use only a browser-based app.<br>• Include fields for contact name, phone number, product, order date, and total amount owed. |
| Fulfillment | • Use either a mobile or browser-based app.<br>• Include fields for contact name, product, and order date. |
| Field sales | • Use only a mobile app.<br>• Include fields for contact name, address, phone number, and product. |

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

A. Create one form for each department. Add all columns needed for all departments. Use business rules to hide columns.

B. Create a shared form for all departments. Add all the columns. Add column-level security to columns not needed for each department.

C. Create one form for each department. Add only columns needed on the form for each department. Assign the appropriate security role to each form.

D. Add new columns to an existing form. Grant all departments security roles for that form.

Correct Answer: C

Power Apps forms settings are a set of capabilities that make it easy for model-driven app makers to configure how users will access forms in a solution or application. From Form settings, there are three different areas a maker can choose from:

1.

Set security roles for a form.

2.

Set the form order.

3.

Set the fallback form for a table.

Set security roles for a form Different people in your organization may interact with the same data in different ways. Managers may depend on being able to quickly scan information in a row and service people may require a form that streamlines data entry. You can accommodate different requirements by assigning forms to the security roles that different groups of people belong to.

When you have more than one main or other form type defined for a table, you can select which forms users will be able to use based on their security roles. Because each table must be able to display a form for any user, at least one form must be designated as a "fallback" form – a form visible to users whose security roles do not have any forms explicitly assigned to them.

Reference: https://learn.microsoft.com/en-us/power-apps/maker/model-driven-apps/control-access-forms

**QUESTION 5**

HOTSPOT

You need to recommend solutions for the organization\\'s technical challenges.

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 |
|---|---|
| Provide workers a self-service option for viewing personal and skills information. | Power Automate<br>QnA Maker<br>Azure Cognitive Services |
| Authenticate workers who use the self-service option for updating skills information. | Azure Active Directory B2B<br>Azure Active Directory B2C<br>Dynamics 365 owner team |
| Plan routes for audit teams. | Azure traffic routing<br>Address input component<br>Dynamics 365 Field Service |

Correct Answer:

**Answer Area**

| Requirement | Solution |
|---|---|
| Provide workers a self-service option for viewing personal and skills information. | Power Automate<br>QnA Maker<br>Azure Cognitive Services |
| Authenticate workers who use the self-service option for updating skills information. | Azure Active Directory B2B<br>Azure Active Directory B2C<br>Dynamics 365 owner team |
| Plan routes for audit teams. | Azure traffic routing<br>Address input component<br>Dynamics 365 Field Service |

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your

company\\'s applications and services with guest users from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don\\'t have Azure AD or an

IT department. A simple invitation and redemption process lets partners use their own credentials to access your company\\'s resources.

Note, Scenario:

Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or

fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time.

Reference:

https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq

https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b

https://docs.microsoft.com/en-us/dynamics365/field-service/overview