



"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

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Topic 1, First Up Consulting

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. 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.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment

Existing systems and processes

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.

Employee authentication with the existing system is provided by an on-premises Active Directory instance

that is linked to Azure Active Directory.

An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.

First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements

General

There is no standardized communication tool across the company, and this causes communication issues between different teams.

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

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

Client company visits

Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.

Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.

The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.

When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information

The solution must provide a worker appointment booking system that can access worker historical job placement data.

The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.

Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to

ensure that new job postings are accurate.

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.

Worker access

The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.

The solution must support near real-time communications between workers and recruiters.

Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.

The solution must provide workers a way to search for general information about available positions. Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform

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.

The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.

Worker records must only be viewed by the recruiting office that the worker visits.

Worker still records must be archived after ten years and are then removed from the main system.

Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

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

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.

Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues

The organization reports the following issues:

Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution. Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.

The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

Question: 1

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.

Messaging options

User*pe

Messaging option

Power Apps portals

Worker support agents

Dynamics 365 Customer Service

Patients

Omnichannel for Customer Service dashboard

Answer:

Explanation:

User type

Messaging option

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: 2

You need to recommend a reporting solution for the organization.

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

NOTE: Each correct selection is worth one point.

- A. AI Builder
- B. SQL Server Reporting Services (SSRS)
- C. Dynamics 365
- D. Power BI

Answer: BC

Explanation:

Scenario:

The reporting and analytics team must be able to create reports that include data from all facilities and all

workers.

Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.

C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.

Incorrect Answers:

D: Scenario: Users cannot view Power BI reports within the Power Platform apps.

Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app, which updates in real time as you make changes to your report.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app>

<https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

Question: 3

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

Answer: AB

Explanation:

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>

Question: 4

DRAG DROP

You need to recommend solutions to meet the organization's communication needs.

What should you recommend? To answer, drag the appropriate technologies to the correct groups of users. Each technology 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.

Technologies

Group of users

Technology

Microsoft Teams

First Up employees

Power Apps portals

Workers

Microsoft 365 Business Voice

Answer:

Explanation:

Group of users

Technology

First Up employees

Microsoft Teams

Workers

Microsoft 365 Business Voice

Box 1: Microsoft Teams

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Microsoft Teams key capabilities:

Connected

Secure

Managed

Collaborative and productive

Box 2: Microsoft 365 Business Voice

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

Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/solutions/empower-people-to-work-remotely>

<https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice>

Question: 5

HOTSPOT

You need to ensure that the solution meets the data security and compliance requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario

A worker transfers to a new client company.

Relationship behavior

	▼
Assign: Cascade All	
Assign: Cascade None	
Merge: Cascade All	
Rollup View: Cascade All	

A user deletes a worker's job placement history.

	▼
Delete: Cascade All	
Delete: Remove Link	
Delete: Restrict	

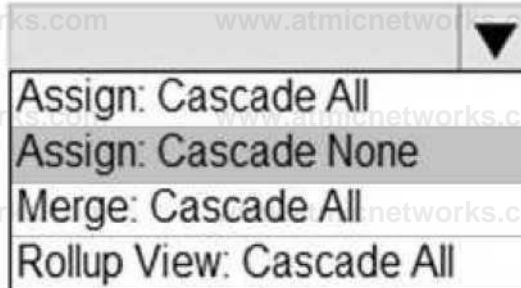
Answer:

Explanation:

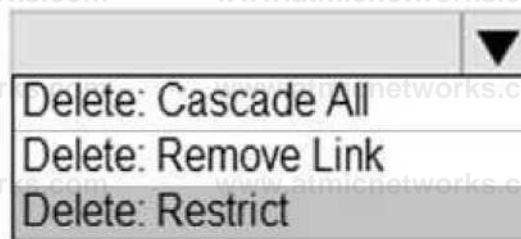
Scenario

Relationship behavior

A worker transfers to a new client company.



A user deletes a worker's job placement history.



Box 1: Assign: Cascade None

Scenario: Worker still records must be archived after ten years and are then removed from the main system.

Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Box 2: Delete: Restrict

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.

Reference:

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

Question: 6

You need to recommend technology for accessing historical job placement data.

What should you recommend?

- A. Power Virtual Agents chatbots
- B. Virtual tables
- C. Power BI
- D. Power Automate flows

Answer: B

Explanation:

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.

Reference:

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

Question: 7

HOTSPOT

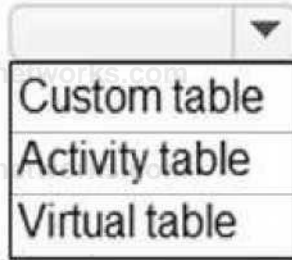
You need to design tables for the solution.

What should you recommend? To answer, select the appropriate options in the answer area.

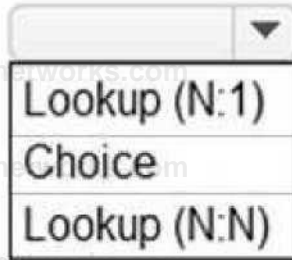
NOTE: Each correct selection is worth one point.

Data type	Technical solution
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Job placement record



Security clearance record



Answer:

Explanation:

Data type	Technical solution
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Job placement record ▼ Custom table Activity table Virtual table

Security clearance record

Lookup (N:1) Choice

Lookup (N N)

Box 1: Virtual Table

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Scenario:

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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>

Question: 8

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.

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

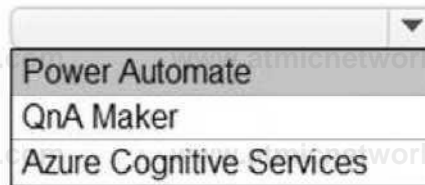
Answer:

Explanation:

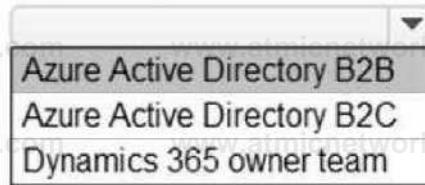
Requirement

Solution

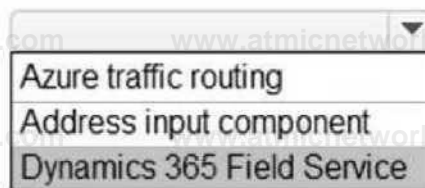
Provide workers a self-service option for viewing personal and skills information.



Authenticate workers who use the self-service option for updating skills information.



Plan routes for audit teams.



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.

a. 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>

Question: 9

HOTSPOT

You need to recommend methods to resolve the organization's issues.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Issue

Resolution method

Users cannot see Power BI reports.

- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

Historical data does not appear in reports.

- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

Answer:

Explanation:

Issue

Resolution method

Users cannot see Power BI reports.

- Add users to Microsoft 365.
- Assign Power BI licenses to users.
- Configure an on-premises data gateway.

Historical data does not appear in reports.

- Configure Azure Data Lake.
- Configure a custom connector.
- Configure an on-premises data gateway.

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

Go to the All or the Datasets + dataflows tab in your content list.

Select More options (...) next to a dataset, then select Manage permissions.

Select Add user.

Enter the full email addresses for individuals, distribution groups, or security groups. Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-troubleshoot-sharing>

<https://docs.microsoft.com/en-us/power-bi/connect-data/service-gateway-onprem>

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

Question: 10

DRAG DROP

You need to recommend methods for assigning security to each group of users.

What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method 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.

Methods

Answer Area

- Dataverse Application User
- Power Platform Local Business Owner Team**
- Azure Active Directory B2B Guest Access
- Azure Active Directory Security Group Team

- Group of users**
- Full-time employees**
 - Automation
 - Corporate governance auditing team

Method
Method
Method
Method

Answer:

Explanation:

Group of users

Method

Full-time employees

Power Platform Local Business Owner Team

Automation

Azure Active Directory Security Group Team

Corporate governance auditing team

Azure Active Directory B2B Guest Access

Box 1: Power Platform Local Business Owner Team

Owner team: An owner team owns records and has security roles assigned to the team. A user's privileges can come from their individual security roles, those of the teams that they're part of or the ones they inherit. A team has full access rights on the records that the team owns. Team members are added manually to the owner team.

Scenario: Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user

objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-group-teams>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/user-properties>

Question: 11

You need to investigate the canvas app functionality issues.

Which two tools can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. App checker
- B. Errors function
- C. Solution checker
- D. Power Platform admin center

Answer: AC

Explanation:

Scenario: The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.

C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

Reference:

<https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/>

Topic 2, Relecloud

Case study

Overview

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

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Background

Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment

The company uses Microsoft Office 365.

The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.

For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable.

The airline is considering offering other meal types, such as gluten-free and low-sodium options.

The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

The company uses vendors to service aircraft.

Environment

Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.

Minimize the use of third-party products and custom development.

Reduce customer support call volumes by having the system automatically resolve common issues. The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity.

Application use layout should be role specific.

Agents

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

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.

Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT

IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

IT staff needs a system that is easy to navigate to active cases.

IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.

IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management

Management requires paginated reports for stakeholders.

Management wants to provide frequent flyers with better service when the flyers call.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance

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

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

Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question: 12

You need to recommend a solution for agents when working with customers to make reservations. What should you recommend?

- A. task flows
- B. Business Process Flows
- C. workflows
- D. Power Automate

Answer: B

Explanation:

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.

Use business process flows to define a set of steps for people to follow to take them to a desired outcome.

With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.

Scenario:

Agents need a solution to replace paper reservation checklists.

Agents need dashboards to show a current count of all reservations on the entity.

Agents need a way to track reservation issues.

Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.

Question: 13

You need to recommend the field type to use for configuring meal selections during reservation. Which field type should you recommend?

- A. Global Option Set
- B. Lookup
- C. Option Set
- D. Two Options

Answer: B

Explanation:

Scenario:

Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.

The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.

In PowerApps Option set is one of the field types you can use in your Entity. The information type that Option Set stores is a list of text values. And here comes the Option Set advantage – once you define its text values you can centrally managed it.

Example:



Reference:

<https://michalquzowski.pl/how-to-work-with-option-set-in-powerapps/>

Question: 14

DRAG DROP

You need to recommend a solution for integrating luggage information.

What should you recommend? To answer, drag the appropriate types to the correct tables. 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.

Types

Custom table

Virtual table

Activity table

Custom activity table

Table

Luggage

Passenger

Type

Answer:

Explanation:

Table

Type

Luggage

Custom activity table

Passenger

Custom table

Luggage: Custom activity table

An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.

Passenger: Customer table

The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.

Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.

Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

Question: 15

You need to recommend an authentication solution for the planned implementation of Dynamics 365. What should you include in the recommendation?

- A. Use synchronized identities.
- B. Use the Office 365 tenant for Dynamics 365 Customer Service.
- C. Create a new tenant for Dynamics 365 Customer Service.
- D. Use federated identities

Answer: A

Explanation:

Scenario: Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.

Synchronized identity. Synchronize on-premises directory objects with Microsoft 365 and manage your users on-premises. You can also synchronize passwords so that the users have the same password on-premises and in the cloud, but they will have to sign in again to use Microsoft 365.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-user-account-synchronization>

Question: 16

You need to create an Agent security role.

Which three actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Add security to the seat entity and assign users to the Agents role.
- B. Add security to the Core Records and assign users to the Customer Service Representative role.
- C. Copy the Microsoft Dataverse Basic User role.
- D. Rename the Customer Service Representative role to Agents.
- E. Copy the Customer Service Representative role.
- F. Name the new role Agents.

Answer: BEF

Explanation:

Scenario: The security rule for agents must contain the privileges in the default Customer Service

Representative security role.

Create a security role by Copy Role:

Step 1 (E): Copy the Customer Service Representative role.

Step 2 (F): Select the New Role Name.

Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc.

Set the privileges on each tab.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role>

Question: 17

You need to select an appropriate app for Relecloud.

Which app should you recommend?

- A. Dynamics 365 Field Service
- B. Dynamics 365 Sales
- C. Dynamics 365 Project Operations
- D. Dynamics 365 Customer Service

Answer: D

Explanation:

Microsoft Dynamics 365 Customer Service is a module for customer service automation that streamlines case and knowledge management, enables personalized customer service with a 360-degree customer view, and provides visibility into customer service department performance with dashboards and reports.

Reference:

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

Question: 18

You need to provide the IT specialists with design diagrams.

What should you provide?

- A. Business process modeler (BPM)
- B. AI Builder
- C. Entity relationship diagram (ERD)
- D. Dynamics 365 Product Visualize

Answer: C

Explanation:

Scenario: IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.

Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries. BPM helps you align your business processes with industry-standard processes that are described by the American Productivity & Quality Center (APQC)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/bpm-overview>

Question: 19

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.

Solutions

- Field controls
- Workflow
- Custom development

Requirement

- Phone number format
- Sections of Agents case form

Solution



Answer:

Explanation:

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: 20

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.

Group

Tool

Maintenance supervisors

	▼
Microsoft Teams	
Notes	
Power Apps portal	
Posts	

Aircraft maintenance vendors

	▼
Dynamics 365 Workspace	
Notes	
Power Apps portal	
Posts	

Answer:

Explanation:

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: 21

You need to recommend a feature that erases agent workloads and resolves reported issues.

What should you recommend?

- A. Dynamics 365 Customer Service default functionality
- B. Microsoft AppSource
- C. Microsoft Store

Answer: A

Explanation:

Scenario: Agents need a way to track reservation issues.

Use Dynamics 365 Customer Service to:

Track customer issues through cases

Reference:

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

Question: 22

You need to provide the IT team and managers with a mobile solution.

How many apps should you recommend?

- A. one app for each job role
- B. one app for each user
- C. one app for all employees of the team
- D. one app for each team of employees

Answer: A

Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.

Managers need to see all customer dashboards at the top of their menu on their mobile device.

Question: 23

HOTSPOT

You need to recommend tools for agents and management.

Which tools should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

User type

Tool

Agent

	▼
Power BI	
Dashboard	
Microsoft Power Automate	
Microsoft Power Apps	

Management

	▼
Power BI	
Microsoft Power Apps	
Microsoft AppSource	
Microsoft Power Automate	

Answer:

Explanation:

Box 1: Dashboard

Agents need dashboards to show a current count of all reservations on the entity.

Box 2: Power BI

Management requires paginated reports for stakeholders.

Topic 3, Fabrikam, inc.

Case study

Overview

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.

Fabrikam has manufacturing plants in Canada, France, and China

a. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment

Overview

Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.

The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.

The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.

Accounting system

The current system does not handle shop floor or manufacturing planning functionality.

Machines are assigned serial numbers and placed in stock until they are shipped to customers. Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for

sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.

The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.

Requirements

Quality inspection app

Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Inspection orders

Inspection orders must:

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

- Include information about the person who performed each inspection step and any comments made by the inspector.

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

- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

- Inspectors must fill in findings comments and upload at least one photo for any inspection step that is marked as failed.

Inspection standardization

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

- Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered.

- Support the addition of steps to inspections to support custom features added to a machine for a customer.

- Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by

inspectors.

Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance.

Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed. Support the ability to store photo references within each inspection step to document defects found during inspections.

Security

Users must be active employees of Fabrikam.

When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in.

Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.

You must prevent users from changing inspection order data once an inspection is marked as final. Analytics and reporting

The solution must:

Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.

Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).

Provide a printed quality certificate to be included with each machine.

Issues

During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

Question: 24

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

Answer: B

Explanation:

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: 25

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.

Requirement

Solution

Visual representation of gauge readings with minimum and maximum tolerances.

- Create and embed a Power BI radial gauge.
- Create and embed a custom visualization component.
- Create and embed a standard Power Apps donut chart.

Add visibility to the manufacturing inspection records for onsite technicians.

- Configure mobile offline synchronization.
- Add an inspection order to the work order form
- Modify the sitemap for Dynamics 365 Field Service.

Answer:

Explanation:

Requirement

Solution

Visual representation of gauge readings with minimum and maximum tolerances.

- Create and embed a Power BI radial gauge.
- Create and embed a custom visualization component.
- Create and embed a standard Power Apps donut chart.

Add visibility to the manufacturing inspection records for onsite technicians.

- Configure mobile offline synchronization.
- Add an inspection order to the work order form
- Modify the sitemap for Dynamics 365 Field Service.

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).



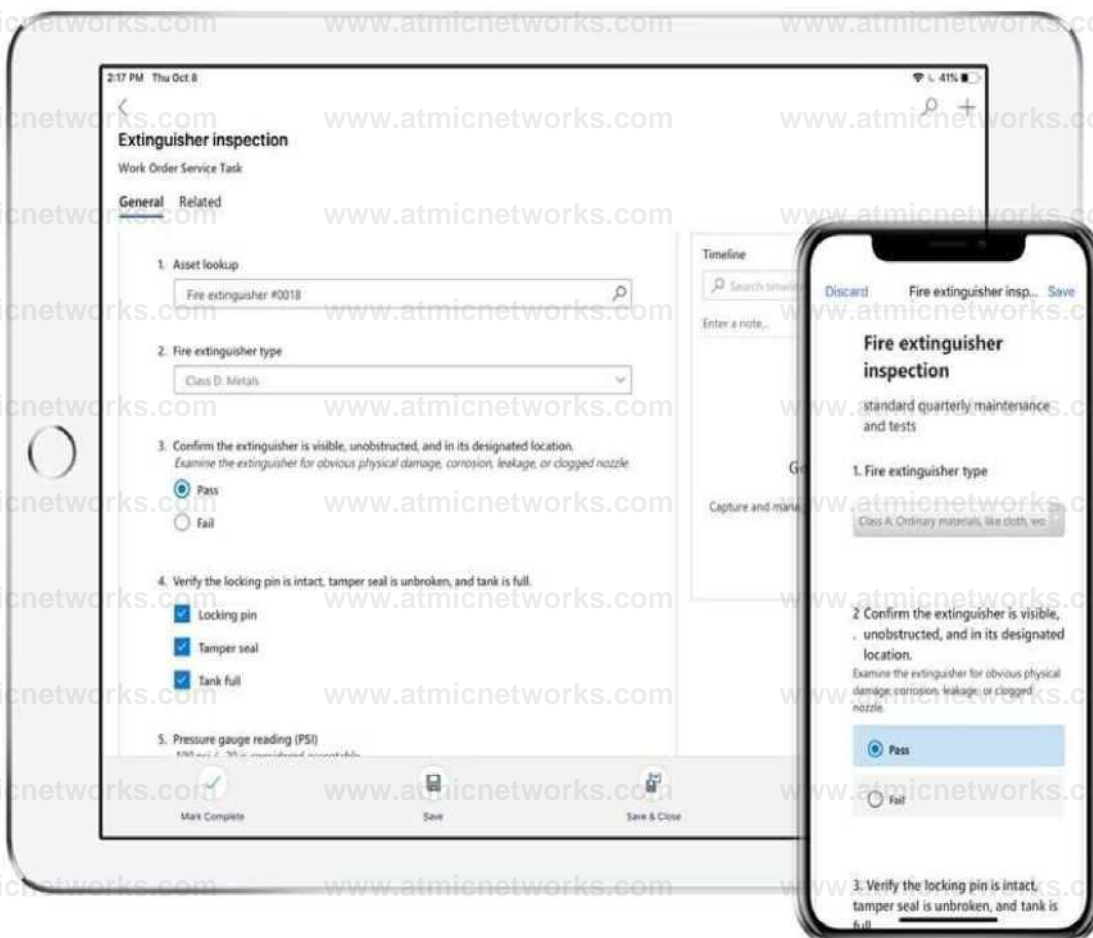
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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: 26

HOTSPOT

You need to recommend solutions to meet the integration requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Solution

View, assign, and resolve inspection bottlenecks.

	▼
Booking rules	
Schedule board	
Proficiency models	

Automatically input measurement readings from inspection gauges

	▼
Custom connector	
Azure IoT Hub connector	
Azure IoT Central connector	
Microsoft Dataverse connector	

Answer:

Explanation:

Requirement

Solution

View, assign, and resolve inspection bottlenecks.

	▼
Booking rules	
Schedule board	
Proficiency models	

Automatically input measurement readings from inspection gauges

	▼
Custom connector	
Azure IoT Hub connector	
Azure IoT Central connector	
Microsoft Dataverse connector	

Box 1: Schedule board

Note: The Dynamics 365 Field Service schedule board provides an overview of resource availability and bookings you can make.

When you're looking at the schedule board for the current day, you'll see a blue line that indicates the current time of day. You can also see a picture of all the resources listed on the schedule board. To quickly view contact information for a resource, hover over their name to view the contact card.



Box 2: Azure IoT Central connector

Azure IoT Central makes it easy to connect, monitor, and manage your IoT devices at scale. With the IoT Central V3 connector, you can trigger workflows when a rule has fired, and take actions by executing commands, updating properties, getting telemetry from devices, and more. Use this connector with your Azure IoT Central V3 application.

This connector is available in the following products and regions:

Service	Class	Regions
Logic Apps	Standard	All Logic Apps regions if except the following: <ul style="list-style-type: none">- Azure Government regions- Azure China regions
Power Automate	Premium	All Power Automate regions except the following: <ul style="list-style-type: none">- US Government (GCC)- US Government (GCC High)- China Cloud operated by 21Vianet
Power Apps	Premium	All Power Apps regions except the following: <ul style="list-style-type: none">- US Government (GCC)- US Government (GCC High)- China Cloud operated by 21 Vianet

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>

<https://docs.microsoft.com/en-us/azure/iot-hub/about-iot-hub>

Question: 27

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.

Requirement

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

Action

▼

- 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.

Answer:

Explanation:

Requirement

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

Action

▼

- 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: 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:

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

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: 28

HOTSPOT

You need to recommend the appropriate components to meet the inspection requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Solution

Prevent editing of finalized inspection orders.

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	

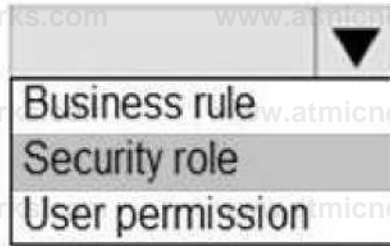
Answer:

Explanation:

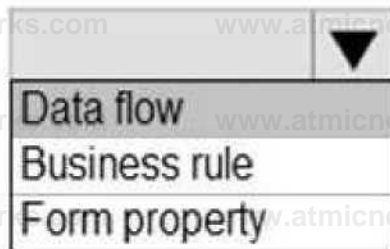
Requirement

Solution

Prevent editing of finalized inspection orders.



Prepare documentation for failed inspection steps.



Box 1: Security role

Microsoft Dataverse uses a role-based security model to help secure access to the database. Scenario: You must prevent users from changing inspection order data once an inspection is marked as final. Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.

Box 2: Data flow

Dataflows are a self-service, cloud-based, data preparation technology. Dataflows enable customers to ingest, transform, and load data into Microsoft Dataverse environments, Power BI workspaces, or your organization's Azure Data Lake Storage account.

Scenario: Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.

Reference:

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

<https://docs.microsoft.com/en-us/power-query/dataflows/overview-dataflows-across-power-platform-dynamics-365>

Question: 29

HOTSPOT

You need to recommend components to meet the re-inspection requirements.

Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Component

Initiate the creation of re-inspection orders.

	▼
Dataflow	
Business rule	
Power Automate flow	

Automatically set overall inspection ratings based on the checklist ratings.

	▼
From event	
Business rule	
Custom action	
Rollup data type	



Answer:

Explanation:

Requirement

Initiate the creation of re-inspection orders.

Automatically set overall inspection ratings based on the checklist ratings.

Component

Dataflow
Business rule
Power Automate flow

From event
Business rule
Custom action
Rollup data type

Box 1: Power Automate flow

Scenario: Inspection orders must be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

Box 2: Business rule

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

Set column values

Clear column values

Set column requirement levels

Show or hide columns

Enable or disable 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/data-platform-create-business-rule>

Question: 30

You need to recommend a method for transferring machine information to Dynamics 365 Field Service.

What should you recommend?

- A. Microsoft Dataverse connector
- B. Dual-write;
- C. Lifecycle Services

Answer: A

Explanation:

Scenario: Information about each machine produced must be transferred to Dynamics 365 Field Service.

Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-dynamics-crmonline>

Question: 31

You need to recommend a solution to collect the information required to meet reporting requirements.

What should you recommend?

- A. Business process flow
- B. Business rule
- C. Business event
- D. Business process modeler

Answer: A

Explanation:

Business rule can create business recommendations based on business intelligence.

Scenario: Analytics and reporting

The solution must:

Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.

Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).

Provide a printed quality certificate to be included with each machine.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/define-create-business-rules/>

Question: 32

HOTSPOT

You need to recommend solutions to meet the inspection requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

View, assign, and resolve inspection bottlenecks.

Automatically input measurement readings from inspection gauges

Solution

	▼
Booking rules	
Schedule board	
Proficiency models	

	▼
Custom connector	
Azure IoT Hub connector	
Azure IoT Central connector	
Microsoft Dataverse connector	

Answer:

Explanation:

Box 1: Schedule board

The Dynamics 365 Field Service schedule board provides an overview of resource availability and bookings you can make.

Box 2: Azure IoT Central connector

Information about each machine produced must be transferred to Dynamics 365 Field Service.

The difference between IoT hub and IoT central is that IoT is an application platform that simplifies the creation of Internet of Things solutions. IoT central helps to reduce the challenges of implementing IoT development, operations, and management. IoT Central is a fully managed

Software as a Service solution.

Note: There are three ways you can use to connect IoT-enabled devices into the Field Service solution:

Connected Field Service for Azure IoT Central

Connected Field Service for Azure IoT Hub

Connected Field Service for non-Azure IoT providers using the extensible IoT provider framework

Reference:

<https://vegibit.com/azure-iot-hub-vs-iot-central>

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>

Question: 33

You need to manage user access to the app.

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

NOTE: Each correct selection is worth one point.

- A. Virtual table with a customer connector
- B. Office 365 Outlook connector
- C. Microsoft Dataverse connector
- D. Office 365 Users connector

Answer: CD

Explanation:

Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app.

Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse using the same system user identities and credentials available in an Azure Active Directory based network.

Scenario:

Users must be active employees of Fabrikam.

Quality inspection app: Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-office365-users>

Question: 34

You need to resolve the issue reported during testing.

What should you do?

- A. Create an image data type within the Inspection Order table.
- B. Create a relationship within the Inspection Order table to the originating inspection order.
- C. Create a Quick View form for the inspection order.

Answer: B

Explanation:

Need to store the image in the table.

Scenario: The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

Question: 35

You need to recommend an environment for the inspection solution. Where should you recommend installing the solution?

- A. within the Dynamics 365 Field Service environment
- B. in a separate Microsoft Dataverse environment in the same instance as the Dynamics 365 Field Service environment
- C. in a separate Dataverse environment with Dynamics 365 apps enabled
- D. within the default Dynamics 365 Field Service environment

Answer: A

Explanation:

Topic 4, VanArsde1, Ltd

Background

VanArsde1, Ltd. builds custom homes. The company has one Azure tenant and uses multiple systems to manage the sales, construction, and warranties of the homes.

The company has three departments: sales, construction, and warranty. Sales, contract, and warranty information is not shared among the departments.

The owner of VanArsde1, Ltd. requires a consolidated system that the company can use to track each home's progress.

Sales

- Company employees use Microsoft Outlook for all communications.
- Company employees use Microsoft Word to create sales contracts.
- Employees in the sales department are frequently in different locations and work different hours from each other.
- Employees in the sales department use a Contracts team in Microsoft Teams to collaborate.
- The company uses a third-party marketing tool to update contacts every day.

Current environment

- Contacts' names must be formatted before they are imported from the third-party marketing tool.
- The company must retain contracts for five years.
- The company requires that the sales department display the All Contracts view in Microsoft Teams.
- All contract information must be stored in the All Contracts view.
- Contracts must not be lost if a device is lost or stolen.

Issue

- Employees in the sales department store contracts on their local computers.
- The construction team receives a copy of a contract only when the sale of a home is complete.

Construction

Current environment

- Employees in the construction department use Project Online to manage schedules.
- Employees in the construction department use Microsoft Excel to manage the costs of projects
- The main supplier of construction materials provides an API to the company. The company uses the API to manage supplies for projects in near real time.

Requirements

- Employees in the construction department must be able to demonstrate how their work is performed rather than document their process.
- The company requires that project schedules be created less than a week after a contract is signed.
- A field must sum up the costs of the materials.

Issues

- Employees in the construction department are unable to schedule resources because they are not informed of future projects.
- Employees in the construction department currently enter basic project information manually for each software application.

Warranty

Current environment

- Employees in the warranty department use Excel to track project issues and resolutions.
- The company requires that employees in the warranty department meet with each other in person to discuss their job roles.

Requirements

- The company requires that warranty claims be resolved in less than a month.
- The company requires that all claims be entered in the system along with their related issues.
- If a claim is found to be invalid, the company requires that the claim and its related issues be deleted.

Issue

- Employees in the warranty department report that they are frequently sent to homes without knowledge of what is in scope for the project.

General

Requirements

- The new system must use the development and production environments
- The development environment must be the master of all changes.
- All table changes must be added to a solution. Changes to the solution must not be allowed to be made in the production environment.
- Each department must have a custom app. Employees must be able to access only their department's app.
- All sales, contract, and warranty data must be shared among the departments.
- The project manager must be solely responsible for creating and owning the deployment plan for projects.
- All projects must run by using the Agile methodology.
- The deployment plan must include the environment setup, training plan, rollout strategy, and deployment support.

Issue

The IT manager reports that the deployment plan is not complete.

Question: 36

You need to identify a product that can perform the functions of the current tools with minimal custom development.

Which product should you use?

- A. Power Apps canvas app with a Microsoft template
- B. Power Apps with an industry accelerator
- C. Dynamics 365 Project Operations
- D. Dynamics 365 Customer Service

Answer: D

Explanation:

Question: 37

You need to design the security strategy for employees.

What should you use?

- A. a business unit for each department with a security role for each department and a hierarchy security model
- B. one business unit with one security role and a hierarchy security model
- C. one business unit with a security role for each department
- D. a business unit for each department with one security role

Answer: A

Explanation:

Answer:

Explanation:

Question: 40

You need to resolve the deployment plan issue. What should you request?

- A. the IT manager adds a responsibility matrix
- B. the project manager adds a risk assessment
- C. the IT manager adds a data migration strategy
- D. the project manager adds a testing plan

Answer: A

Explanation:

Meeting types

- job shadowing
- surveys
- workshops

Meeting type

Meeting types

- job shadowing
- surveys
- workshops

Meeting type for each department

Department	Meeting type
construction	workshops
sales	surveys
warranty	job shadowing

Question: 41

You need to display the All Contracts view in Microsoft Teams for the sales department. In which location in Microsoft Teams should you add the information?

- A. a chat
- B. the team

- C. a channel
- D. the navigation pane

Answer: C

Explanation:

Topic 5, Misc. Questions

Question: 42

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:

Manage all leads by using the Power Apps app.

Create a lead in the Power Apps app when a user creates a lead in the third-party application. Update leads in the Power Apps app when a user updates a lead in the third-party application. 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. DataService connector

Answer: ADE

Explanation:

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-](https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-writelink-common-data-service-apps)

[integration/dual-writelink-](https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-writelink-common-data-service-apps)

[common-data-service-apps](https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-writelink-common-data-service-apps)

<https://docs.microsoft.com/en-us/connectors/commondataservice/>

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

Question: 43

DRAG DROP

You are designing a business strategy for a client who has a Power Platform solution.

The client works with critical data where any data loss creates a high risk.

You need to document the failover process for the stakeholders.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Answer Area

If the second call is successful, the application continues normally.

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application redirects calls to an on-premises server.



Answer:

Explanation:

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application redirects calls to an on-premises server

If the second call is successful, the application continues normally.

Question: 44

A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily.

You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics 365 applications.

What should you recommend?

- A. Hierarchy security
- B. Field-level security
- C. User access management

D. Team privileges

Answer: D

Explanation:

User and team management is the area of Microsoft Dataverse where you can create and maintain user accounts and profiles.

A user is any person who works for a business unit who uses Dataverse. Each user has a user account. A team is a group of users. Teams let users across an organization collaborate and share information. **Note: Why use Dataverse?**

Easy to secure – Data is securely stored so that users can see it only if you grant them access. Rolebased security allows you to control access to tables for different users within your organization. Data from your Dynamics 365 applications is also stored within Dataverse, allowing you to quickly build apps that use your Dynamics 365 data and extend your apps with Power Apps.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/user-team-entities> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-intro>

Question: 45

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.

Requirement

Capture information about the technician assigned to each service appointment

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

Explanation:

Requirement

Capture information about the technician assigned to each service appointment.

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

Box 1: Choice

Like Choices below, but can only select one of the option.

Data type

Choice Choices Customer
Lookup

Choices 1
Customer
Lookup
Text |

Answer:

Data type

Choice Choices Customer Lookup

Choices
Customer
Lookup
Text _____

Box 2: Choices

You can customize forms (main, quick create, and quick view) and email templates by adding multiselect 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: 46

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:

- Save captured images in an appropriate location.
 - Analyze saved images by using an image recognition process.
 - 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.

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

Answer:

Explanation:

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.

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: 47

You are designing a Power Platform solution.

The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.

You need to recommend a technology that meets these requirements.

Which technology would you recommend the developers adopt to assist the implementation team?

- A. JavaScript
- B. Power Apps Component Framework control
- C. Web resource
- D. Canvas app

Answer: B

Explanation:

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps (public preview) to provide enhanced user experience for the users to work with data on forms, views, and dashboards.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

Question: 48

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:

Provide customers with an online portal where they can submit and review cases.

Ensure that customers can chat online with a customer service representative at any time.

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

Answer: BDE

Explanation:

8: Customer self-service portal: A customer self-service portal enables customers to access selfservice

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.

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: 49

A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.

The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales.

You need to design the security to avoid sensitive data from being seen.

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

NOTE: Each correct selection is worth one point.

- A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
- B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.
- C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.
- D. Share Power BI dashboards only with users who are supported to see this data.

Answer: C, D

Explanation:

A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.

B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to

export or print reports.

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

Question: 50

DRAG DROP

You need to recommend methods for assigning security to each group of users.

The customer provides the following requirements:

Customers need the ability to submit a case through an online portal.

Portal must handle 75 concurrent users submitting cases.

Service data must be retained for at least six years.

You need to determine which requirements are functional or non-functional.

Which requirements are functional or non-functional? 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.

Types

Functional

Non-functional

Requirement

Customers need the ability to submit a case through an online portal.

Portal must handle 75 current users submitting cases.

Service data must be retained for at least six years.

Type

Answer:

Explanation:

Requirement	Type
Customers need the ability to submit a case through an online portal.	Functional
Portal must handle 75 current users submitting cases.	Non-functional
Service data must be retained for at least six years.	Non-functional

Box 1: Functional

Functional requirements describe what the solution needs to do or its behaviors.

Box 2: Non-functional

Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 3: 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://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements>

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

Question: 51

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:

All support issues must come in by email, need to be logged, and assigned to the support group.

Accounts must synchronize with the parent company Oracle database.
Reports must be sent to the executives on a weekly basis.
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

Answer: B, C

Explanation:

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.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/about>

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow>

Question: 52

DRAG DROP

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

Power Platform storage capacity must remain under 100 percent.

Customer service representatives must be sent an email when they are assigned a case.

Help desk technicians must be shown an error message when they try to delete a task row.

The plug-in pass rate must remain over 99 percent for the production environment.

You need determine if the requirements are functional or non-functional.

Which requirement type should you use? To answer, drag the appropriate requirement types to the correct requirements. Each requirement 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.

Requirement types

- Functional
- Non-functional

Requirement

Power Platform storage capacity must remain under 100 percent

customer service representatives must be sent an email when they are assigned a case.

Help desk technicians must be shown an error message when they try to delete a task row

The plug-in pass rate must remain over 99 percent for the production environment

Requirement type

Answer:

Explanation:

Requirement

Power Platform storage capacity must remain under 100 percent.

Customer Service representatives must be sent an email when they are assigned a case.

Help desk technicians must be shown an error message when they try to delete a task row.

The plug-in pass rate must remain over 99 percent for the production environment.

Requirement type

Box 1: Non-functional

Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 2: Functional

Functional requirements describe what the solution needs to do or its behaviors.

Box 3: Functional

Box 4: 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://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional-requirements>

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

Question: 53

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

Answer: D

Explanation:

Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customerbased 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: 54

HOTSPOT

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

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.

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.

Yes No

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

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

Answer:

Explanation:

Yes No

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

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

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>

Question: 55

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

Answer: B

Explanation:

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: 56

You are designing a self-service portal for a company.

The portal must meet the following requirements:

Customers must be able to submit and review cases.

Customers must be able to chat with service representatives in near real time.

Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns.

You need to recommend solutions for the company that do not require custom development. Which three apps or services should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Field Service
- B. Dynamics 365 Customer Service
- C. Omnichannel for Customer Service
- D. Customer Insights
- E. Customer self-service portal

Answer: BCE

Explanation:

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: 57

HOTSPOT

You are designing a Power Platform solution for a company.

You have the following requirements:

- Users in the human resources department must be able to create tasks.
- Users in the human resources department must be able to assign cases to other users.
- You need to recommend security settings to the company.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Business requirement

Solution

Users in the human resources department must be able to create tasks.

<input type="checkbox"/>	Assign only Create rights to activities.
<input type="checkbox"/>	Assign Create and Read rights to activities.
<input type="checkbox"/>	Assign user-level assign rights to the human resources case table.
<input type="checkbox"/>	Assign organization-level rights to the human resources case table.

Users in the human resources department must be able to assign cases to other users.

<input type="checkbox"/>	Assign only Create rights to activities.
<input type="checkbox"/>	Assign Create and Read rights to activities.
<input type="checkbox"/>	Assign user-level assign rights to the human resources case table.
<input type="checkbox"/>	Assign organization-level assign rights to the human resources case table.

Answer:

Business requirement

Solution

Users in the human resources department must be able to create tasks.

<input type="checkbox"/>	Assign only Create rights to activities.
<input type="checkbox"/>	Assign Create and Read rights to activities.
<input type="checkbox"/>	Assign user-level assign rights to the human resources case table.
<input type="checkbox"/>	Assign organization-level rights to the human resources case table.

Users in the human resources department must be able to assign cases to other users.

<input type="checkbox"/>	Assign only Create rights to activities.
<input type="checkbox"/>	Assign Create and Read rights to activities.
<input type="checkbox"/>	Assign user-level assign rights to the human resources case table.
<input type="checkbox"/>	Assign organization-level assign rights to the human resources case table.

Explanation:

Box 1: Assign only Create rights to activities

You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities.

Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.

Box 2: Assign User-level assign rights to human resources case table.

Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To.

For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Incorrect Answers:

For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

<https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds>

Question: 58

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information

into a Power Platform solution.

You need to recommend a data-loading solution.

What should you recommend?

- A. Use the Excel Template feature.
- B. Add to an existing list of contacts in a static worksheet.
- C. Use the import from Excel feature.

Answer: A

Explanation:

Import data that's stored somewhere else into your model-driven app using the import feature in Power Apps.

Every table has required columns that must exist in your input file. It's recommended that you download an Excel template, add your data, and then import the file to your app. The template saves time and effort.

Don't

add or modify columns in the template to avoid issues during the import.

Note:

Step 1: Download an Excel template

To avoid mapping issue, it's recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don't add or modify columns in the template to avoid issues during the import process.

Step 2: Import your data

Use the template that you downloaded in the previous step (modified with your data) and import the file to your app.

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/import-data>

Question: 59

You are designing the data model for a school. The school wants to track students' enrollments in COURSES.

The system must meet the following requirements:

Track the courses in which each student is enrolled.

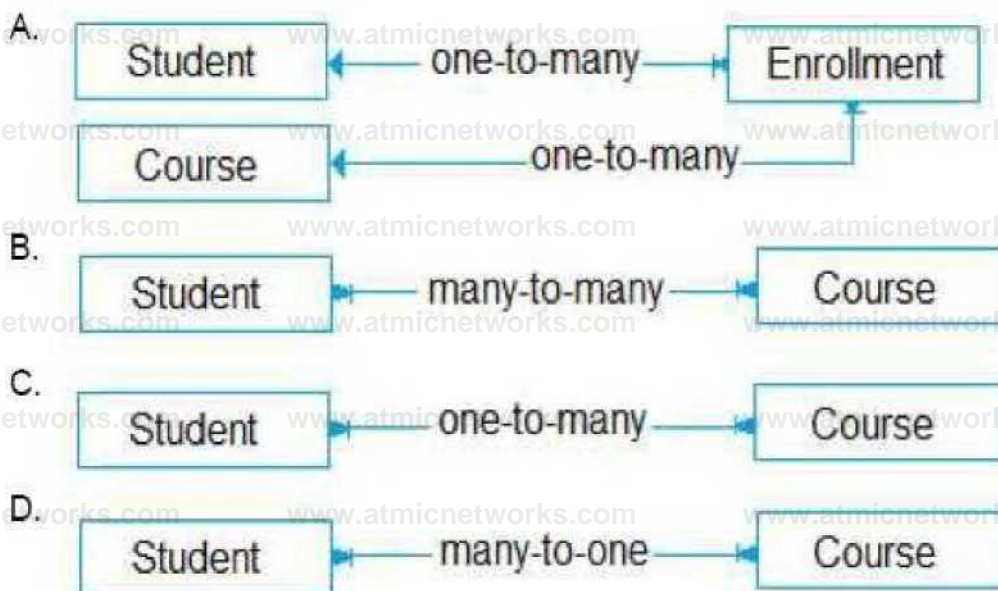
Track the students that are enrolled in each course.

Track dates when each student enrolled in each course and the person who approved the enrollment.

Allow users to create a report that details which students are enrolled in which courses.

You need to recommend a data model that will fit the school's requirements.

Which logical model should you recommend?



A. Option A B. Option B C. Option C D. Option D

Answer: A

Explanation:

Need a relationship table.

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.

When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it.

Reference:

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

Question: 60

HOTSPOT

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account.

The company has the following requirements:

Portal users must only see the notes for the cases that they manage.

Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

Which entity permission scope should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Portal users must only see the notes for the cases that they manage.

Portal users must only see cases that are submitted by their colleagues.

Explanation:

Scope

	▼
Self	
Parent	
Contact	
Account	

	▼
Self	
Global	
Contact	
Account	

Answer:

Requirement

Portal users must only see the notes for the cases that they manage.

Portal users must only see cases that are submitted by their colleagues.

Box 1: Contact

With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights

Scope

	▼
Self	
Parent	
Contact	
Account	

	▼
Self	
Global	
Contact	
Account	

granted by that permission only for records that are related to that user's contact record via a defined relationship.

Box 2: Account

With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.

This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user having this permission can view all the leads of only the parent account of the user.

Incorrect Answers:

Self Scope allows you to define the rights a user has to their own Contact (Identity) record. Users can use entity forms or web forms to make changes to their own Contact record linked with their profile.

Parental scope: In this most complex case, permissions are granted for an entity that is a relationship away from an entity for which an Entity Permission record has already been defined. This permission is actually a child record of the parent entity permission.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/assign-entity-permissions>

Question: 61

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:

Associate educators with a list of their professional qualifications.

Assign a primary educator to each course that is held.

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.

Requirement

Relationship

Educators must be associated with their qualifications.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

When a course is held there must be a primary educator assigned.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

When a course is held, the company needs to collect information on that session.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

Answer:

Explanation:

Requirement

Relationship

Educators must be associated with their qualifications.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

When a course is held there must be a primary educator assigned.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

When a course is held, the company needs to collect information on that session.

- Many-to-many relationship that uses a system generated table
- Many-to-many relationship that uses a custom table
- One-to-many relationship

Reference:

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>

Question: 62

HOTSPOT

You are designing the security model for a Power Platform solution.

The security model must meet the following requirements:

Restrict sharing of data between Power Automate connectors.

Ensure that environment administrators only see users who require access in the enabled user list.

You need to recommend security features 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.

Requirement

Feature

Restrict sharing of data between Power Automate connectors

 Security group
 Data loss prevention policy

Ensure that environment administrators only see users who require access in the enabled user list.

 Security group
 Data loss prevention policy

Answer:

Explanation:

Requirement

Feature

Restrict sharing of data between Power Automate connectors

 Security group
 Data loss prevention policy

Ensure that environment administrators only see users who require access in the enabled user list.

 Security group
 Data loss prevention policy

Box 1: Data loss prevention policy

Data loss prevention (DLP) policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want

to block the usage of certain connectors altogether by classifying them as Blocked.

Box 2: Security group

If your company has multiple Microsoft Dataverse environments, you can use security groups to control which licensed users can be a member of a particular environment.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

Question: 63

You are designing a database table for a client.

You have the following requirements:

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

Answer: A, C

Explanation:

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>

Question: 64

HOTSPOT

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

Notify the sales managers when an Opportunity changes sales stage.

Notify the sales managers when the pipeline drops below 2.5M USD.

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements. Which combination of solutions should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Notify the sales manager when an Opportunity changes sales stage

▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, data alerts, and Microsoft Office 365 connector

Notify the sales managers when the pipeline drops below 2.5 USD.

▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector
Microsoft Power Automate Power BI, Power Apps, and Microsoft Dataverse connector

Power BI Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

Answer:

Explanation:

Notify the sales manager when an Opportunity changes sales stage.

▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, data alerts, and Microsoft Office 365 connector

Notify the sales managers when the pipeline drops below 2.5 USD.

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Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

▼
Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector
Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users
Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Box 1: Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft 365 Outlook connector

Use Microsoft Dataverse as the data source.

While Power Automate is a robust tool with ever-expanding capabilities, it also handles simple tasks with grace. A universal business need for many organizations is the ability to automate email notifications based on certain criteria: an opportunity is won, send an email to the sales manager; a case is closed, send an email to the customer; a work order is completed, send an email to the customer.

Power Automate can easily accommodate this using the Microsoft 365 Outlook connector.

Box 2: Microsoft Power Automate, Power BI data alerts, and Microsoft 365 connector

Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.

Box 3: Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

Reference:

<https://www.velosio.com/blog/2021/01/27/tracking-emails-the-right-way-with-power-automate/>

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts>

Question: 65

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.

Answer: AB

Explanation:

Question: 66

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: The vice president of sales must be able to see opportunities for sales managers and sales representatives.

Sales managers must be able to see opportunities for all sales representatives.

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

Answer: CD

Explanation:

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>

Question: 67

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

Answer: A

Explanation:

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:

Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.

Create a data map or use an existing data map.

Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.

Create a data map or use an existing data map.

Associate an import file with a data map.

Upload the content from a source file to the associated import file.

Parse the import file.

Transform the parsed data.

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>

Question: 68

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:

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

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

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

Answer: ABC

Explanation:

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: Set column values

Clear column values

Set column requirement levels

Show or hide columns

Enable or disable columns

Validate data and show error messages

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: 69

HOTSPOT

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:

- The owner data in the lead table and the third-party application do not match.
- The Topic column has more information than the related record from the marketing application.
- 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.

Issue

Solution

Migration processes fail due to operation timeouts.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a particular order.

Records that include lookup columns often fail to load.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a specific order.

Answer:

Explanation:

Issue

Solution

Migration processes fail due to operation timeouts.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
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- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a specific order.

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.

Question: 70

A company has a Power Platform solution that integrates with a third-party system.

The client reports that unexpected updates are being made to the Accounts table.

You need to determine the root cause of the issue.

In which three locations should you investigate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Audit summary view
- B. Solution history
- C. SDK Message Processing Steps
- D. Plug-in trace log

E. System job run history

Answer: ABD

Explanation:

A: How to View Auditing Log Details?

System administrators can see activities for the entities that are enabled for audit logging. To view the audit logs:

Go to Settings > System > Auditing.

Choose Audit Summary View.

Under Audit Summary View, you will see the list of audit entries



B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.

D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in Enable trace logging.

This data can be found in model-driven applications by navigating to Settings and choosing the Plugin Trace Log tile.

Reference:

<https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/>

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

Question: 71

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. In the Power Platform admin center 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.

Answer: AC

Explanation:

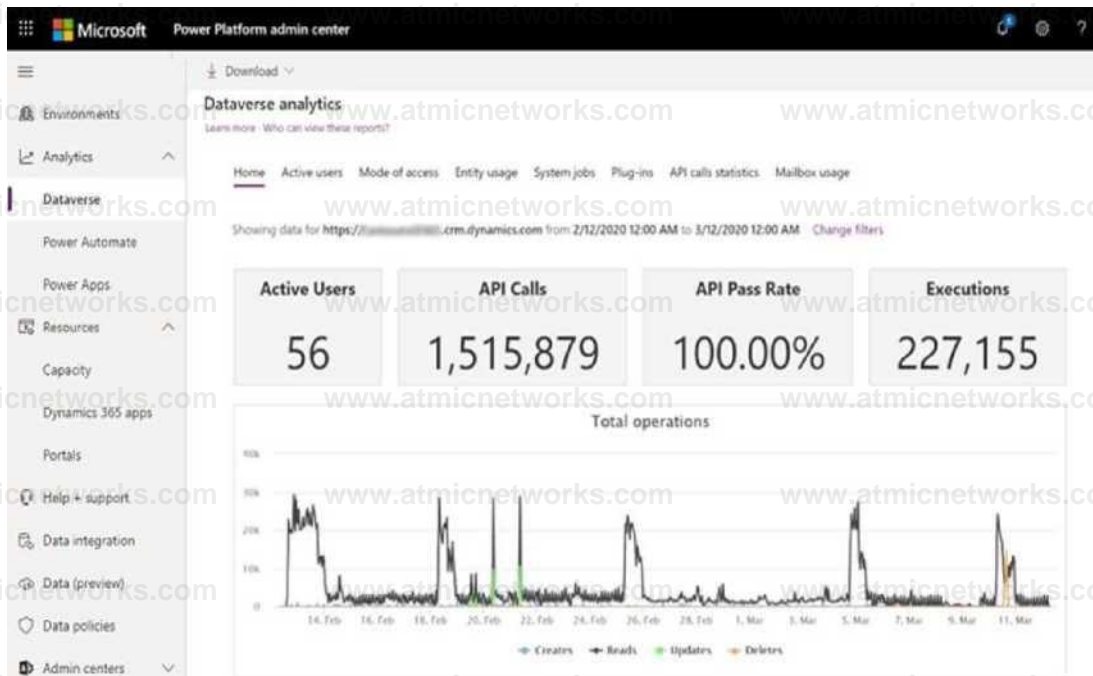
A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

Adjust the app or flow to use fewer API requests

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>

Question: 72

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:

Form load time is much slower than it was during testing.
Overall system performance has been significantly slower than 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.

Performance issue	Action
Slow form load times	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

Answer:

Explanation:

Performance issue	Action
Slow form load times	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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: 73

You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM).

Each version and solution component must be tracked as it is tested.

You need to recommend a strategy to deploy solutions for the user acceptance testing environment. **What should you recommend?**

- A. Use Package Deployer and deploy a managed solution.
- B. Use Package Deployer and deploy an unmanaged solution.
- C. Use Solution Packager and deploy a managed solution.
- D. Use Solution Packager and deploy an unmanaged solution.

Answer: D

Explanation:

Solution Packager is a tool that can unpack a compressed solution file into multiple XML files and other files, so they can be easily managed by a source control system.

Unmanaged solution: An open solution with no restrictions on what can be added, removed, or modified. This is recommended during development of a solution.

C. Managed solution

A completed solution ready to be imported into an organization. Once imported, components can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool>

Question: 74

A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures.

Patient records are stored within the company's cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient's identity.

You need to recommend a solution to display the patient information.

What should you recommend?

- A. Virtual table
- B. Business rule
- C. Privacy preference
- D. Data gateway
- E. Custom dataflow

Answer: A

Explanation:

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.

Reference:

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

Question: 75

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

- Track support cases, first response time, and resolution time.
- Include a chat-like interface that allows managers to check the status of cases with minimal manual searching.
- 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.

NOT: Each correct selection is worth one point.

- A. Dynamics 365 Customer Service
- B. Power virtual Agents
- C. PowerBI
- D. Dynamics 365 Customer Voice

Answer: AB

Explanation:

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:

- Track customer issues through cases
- Record all interactions related to a case
- Share information in the knowledge base
- Create queues and route cases to the right channels

Create and track service levels through service-level agreements (SLAs)
Define service terms through entitlements
Manage performance and productivity through reports and dashboards
Create and schedule services
Participate in chats
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>

Question: 76

A car dealership has a custom financing table.

You are working with a developer to add a button to a ribbon that displays a hidden section of a form when specific criteria are met.

You need to recommend tools and technologies for the developer

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

NOTE: Each correct selection is worth one point

- A. Write a business rule.
- B. Write JavaScript code.
- C. Use the Ribbon Workbench.
- D. Use the form editor.

Answer: BC

Explanation:

Client-side scripting using JavaScript is one of the ways to apply custom business process logic for displaying data on a form in a model-driven app.

You can use a community tool, Ribbon Workbench, to visually edit ribbons using the UI.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/client-scripting>

<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/customize-commands-ribbon>

Question: 77

HOTSPOT

You are designing a model-driven app that provides marketing, sales, and service operations to a company. The app must integrate with the following systems and data sources:

- A third-party marketing system for lead generation and website submissions.
- A Microsoft Excel Online file that contains manufacturing data on relevant products.
- A separate Microsoft Dataverse environment.

You need to recommend Power Automate connectors for the app.

Which connections should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Answer Area

Data source	Connector type
Third-party marketing system	<input type="checkbox"/> Power BI connector <input type="checkbox"/> SharePoint connector <input type="checkbox"/> Custom connector <input type="checkbox"/> Microsoft Forms connector
Microsoft Dataverse environment	<input type="checkbox"/> SharePoint <input type="checkbox"/> Azure Data Factory <input type="checkbox"/> Microsoft Dataverse

Explanation:

Data source	Connector type
Third-party marketing system	<input type="checkbox"/> Power BI connector <input type="checkbox"/> SharePoint connector <input checked="" type="checkbox"/> Custom connector <input type="checkbox"/> Microsoft Forms connector
Microsoft Dataverse environment	<input type="checkbox"/> SharePoint <input type="checkbox"/> Azure Data Factory <input checked="" type="checkbox"/> Microsoft Dataverse

Box 1: Custom connector

While Azure Logic Apps, Microsoft Power Automate, and Microsoft Power Apps offer over 325+ connectors to connect to Microsoft and non-Microsoft services, you may want to communicate with services that aren't available as prebuilt connectors.

Box 2: Microsoft Dataverse

The Microsoft Dataverse connector provides several triggers to start your flows and many actions that you can use to create or update data in Dataverse while your flows run. You can use Dataverse actions even if your flows don't use a trigger from the Dataverse connector.

Use the Microsoft Dataverse connector to create cloud flows that start when data changes in Dataverse tables and custom messages.

Reference:

<https://docs.microsoft.com/en-us/connectors/custom-connectors/>

<https://docs.microsoft.com/en-us/power-automate/dataverse/overview>

Question: 78

HOTSPOT

A company has an on-premises data warehouse and analytics solution- The data warehouse consists of multiple multi-dimensional data cubes representing over five years of operational data. The data warehouse consolidates and normalizes data that is sourced from 20 different systems. The company plans to replace the existing solution with a Microsoft Power Platform solution that connects to the data warehouse. The company wants to provide analytical information to executives in a Microsoft Teams channel to support business planning.

The new solution must meet these requirements:

Support the current data warehouse.

The solution must support drill-through capabilities into the data.

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.

Answer Area

Requirement	Solution
Data storage and normalization.	<input type="checkbox"/> Data Gateway Azure <input type="checkbox"/> Data Lake Dataverse <input type="checkbox"/> for Teams Azure <input type="checkbox"/> Analysts Services
Visibility to key operational metrics from various Teams	<input type="checkbox"/> Power BI <input type="checkbox"/> AI Bolder <input type="checkbox"/> Teams adaptive cards <input type="checkbox"/> Microsoft Teams integration object

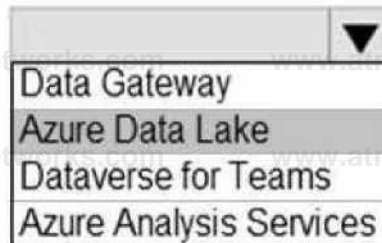
Answer:

Explanation:

Requirement

Solution

Data storage and normalization.



Visibility to key operational metrics from various Teams channels.



Box 1: Azure Data Lake

A data warehouse is a centralized repository of integrated data from one or more disparate sources. Data warehouses store current and historical data and are used for reporting and analysis of the data.

Incorrect Answers:

Dataverse is not a database.

Box 2: Microsoft Teams integration object

You can use the Teams integration object to easily find and access the Teams integration features and use the improved usability of expressions while integrating your canvas app with Teams.

You can get a Teams theme inside a canvas app, and you can filter data depending on the team or channel context.

Reference:

<https://docs.microsoft.com/en-us/azure/architecture/data-guide/relational-data/data-warehousing>

<https://docs.microsoft.com/en-us/powerapps/teams/use-teams-integration-object>

Question: 79

You are designing a Microsoft Power Platform solution.

You need to identify the non-functional requirements for the organization.

Which three non-functional requirements should you identify? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. usability of business process flows
- B. customer maintenance procedures
- C. business rules to identify top customers
- D. solution regulatory compliance
- E. time-to-load forms

Answer: BDE

Explanation:

Non-functional requirements capture the elements that users might not directly care about but are important to support the proposed architecture and operational viability of the solution. Nonfunctional requirements often influence user adoption and perceived satisfaction with the solution.

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

Question: 81

HOTSPOT

You are conducting performance testing for a Microsoft Power Platform solution. The solution uses Power Automate cloud flows to query and synchronize data across 10 different tables based on various criteria.

a. You make the following observations:

- Internet speed during testing is fast (500 Mbps).
- There are 50 Dynamics real-time workflows in use.
- There are 63 Dynamics asynchronous workflows in use.
- There are 76 Power Automate cloud flows in use.

You identify the following performance issues;

You need to recommend steps to resolve the performance issues.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<input type="checkbox"/> Reduce usage of near real-time workflows. <input type="checkbox"/> Convert all Dynamics 365 workflows to Power Automate cloud flows. <input type="checkbox"/> Review and revise filters in cloud flow queries and conditional logic.
Background processes often take hours to complete.	<input type="checkbox"/> Reduce usage of near real-time workflows. <input type="checkbox"/> Convert all Dynamics 365 workflows to Power Automate cloud flows. <input type="checkbox"/> Review and revise filters in cloud flow queries and conditional logic.

Answer:

Explanation:

Box 1: Reduce usage of near real-time workflows

A real-time workflow can be converted to asynchronous workflow and back to real-time.

Box 2: Convert all Dynamics 365 workflows to Power Automate cloud flows.

Workflows are limited to Microsoft Dynamics 365/CRM application only.

Power Automate can span across multiple web-based services or applications at the same time. Dynamics 365 CRM Workflows can be converted to Power Automate flows.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time-workflows>

<https://rajeepentyala.com/2019/12/11/d365-switching-from-workflow-to-microsoft-power-automate-flow/>

Question: 82

A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The

company wants to apply the business rules to all forms in the app. You need to recommend a simplified form setup so the form can be maintained moving forward. What should you recommend?

- A. Manage the business logic with a Power Apps Component Framework (PCF) control.
- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C. Remove the Business Rules and use only JavaScript.
- D. Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

Answer: B

Explanation:

PCF controls are reusable.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

Question: 83

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:

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

NOT: 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 yet
- B. Enable field-level security for the member table.
- C. Create a held-level security profile.
- D. Enable field-level security for the social security number column.

Answer: A, B, D

Explanation:

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

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

Associate one or 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: 84

DRAG DROP

You are designing data loss policies for a Microsoft Power Platform implementation. You have the following requirements:

- Solutions that use the HTTP connector must not include any other connectors.
- Prevent the use of the Microsoft Forms connector.
- Allow the use of the Azure DevOps connector.

You need to determine in which data policy group to add each connector.

Data policy groups Connector

Business	HTTP connector
Non-business	Azure DevOps connector
Blocked	Microsoft Forms connector

Data policy group

Answer:

Explanation:

Connector Data policy group

HTTP connector

Business

Azure DevOps connector

Non-business

Microsoft Forms connector

Blocked

Box 1: Business

If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow.

Box 2: Non-business

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business.

Box 3: Blocked

Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Data policy group Business blocked

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

Question: 85

HOTSPOT

A multinational organization uses a single Microsoft Power Platform environment. The instance hosts multiple customizations for different users in different regions.

Users in some regions complain about slow load time of the customizations.

You need to architect a solution based on the main requirement.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	<ul style="list-style-type: none"> Single instance; use Microsoft Azure Traffic Manager where needed Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate customers but use the same functionality and need global reporting.	<ul style="list-style-type: none"> Multiple instances in different regions with data replication Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance
Regions have separate functionality and customers but need global reporting on data.	<ul style="list-style-type: none"> Single instance; use Microsoft Azure Traffic Manager Multi-tenant with one Power Platform environment in each region Multiple instances in different regions; Power BI for reporting Single multi-geo instance

Answer:

Explanation:

Goal**Suggested solution**

Divisions actively collaborate on customers.

Single instance; use Microsoft Azure Traffic Manager where needed
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

Regions have separate customers but use the same functionality and need global reporting.

Multiple instances in different regions with data replication
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

Regions have separate functionality and customers but need global reporting on data.

Single instance; use Microsoft Azure Traffic Manager
Multi-tenant with one Power Platform environment in each region
Multiple instances in different regions; Power BI for reporting
Single multi-geo instance

Question: 86

You are designing tables and columns for a Microsoft Power Platform solution

The solution will contain an interactive experience dashboard.

You need to ensure that the columns you create can be used as global filters for the dashboard

Which two data types can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point

- A. Yes/No
- B. Choice
- C. Text
- D. Multiline Text
- E. Lookup

Answer: AB

Explanation:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-solution-explorer#column-data-types>

With interactive dashboards, a chart uses the color assigned to the categories that make up the different values, even if the chart is configured to use random colors, when the chart is configured to be grouped by any of the following column types:

Choice

Yes/No

Status Reason

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards>

Question: 87

HOTSPOT

A company plans to create a Microsoft Power Platform solution that integrates with Dynamics 365 Sales. The solution must meet the following requirements:

- Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication.
- An external system needs to send data to the company's Dynamics 365 Sales solution.

You need to recommend the most suitable solution to integrate Dynamics 365 Sales with both systems. What should you recommend? To answer, select the appropriate option in the answer area.

Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	<input type="checkbox"/> Use virtual tables. <input type="checkbox"/> Use a custom plug-in. <input type="checkbox"/> Use Dynamics 365 Web API. <input type="checkbox"/> Use a web resource to display data.
External system sends data to Dynamics 365 Sales.	<input type="checkbox"/> Use a custom plug-in. <input type="checkbox"/> Use Dynamics 365 Web API. <input type="checkbox"/> Use a web resource to display data.

Answer:

Explanation:
2,2

Question: 88

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.

Requirement

Ensure that users can search for specific records by using a unique identifier.

Solution

- 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

Answer:

Explanation:

Requirement

Ensure that users can search for specific records by using a unique identifier.

Solution

- 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: 89

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.

Solutions

Canvas app

Model-driven app

Dynamics 365 Customer Service

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

Solution

Solution

Solution

Explanation:

Answer:

Scenario

Solution

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

Canvas app

Box 1: Model-driven 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: 90

DRAG DROP

You are reviewing a list of business requirements submitted by a plumbing company.

The company has the following requirements:

Send articles to technicians to allow technicians to help customers resolve issues.

Track work progress and inspections at customer sites.

Schedule technicians for service appointments.

You need to recommend solutions to meet the customer's requirements.

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

Solutions

Answer Area

Dynamics 365 Field Service
Dynamics 365 Customer Voice
Dynamics 365 Customer Insights

Business requirement

Send articles to technicians to allow technicians to help customers resolve issues.

Track work progress and inspections at customer sites.

Schedule technicians for service appointments.

Solution
Solution
Solution

Answer:

Explanation:

Business requirement

Solution

Send articles to technicians to allow technicians to help customers resolve issues. Dynamics 365 Customer Insights

Track work progress and inspections at customer sites. Dynamics 365 Field Service

Schedule technicians for service appointments. Dynamics 365 Field Service

Box 1: Dynamics 365 Customer Insights

Dynamics 365 Customer Insights is a part of Microsoft's customer data platform (CDP) that helps deliver personalized customer experiences. The platform's capabilities provide insights into who your customers are and how they engage with your platform. Unify customer data across multiple sources to get a single view of customers.

Box 2: Dynamics 365 Field Service

Dynamics 365 Field Service helps to:

- Organize and track resolution of customer issues
- Keep customers updated with the status of their service call and when it's resolved

Note: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're onsite with customers fixing issues.

The Field Service application enables you to:

- Improve first-time fix rate
- Complete more service calls per technician per week
- Manage follow-up work and take advantage of upsell and cross sell opportunities
- Reduce travel time, mileage, and vehicle wear and tear
- Organize and track resolution of customer issues
- Communicate an accurate arrival time to customers
- Provide accurate account and equipment history to the field technician
- Keep customers updated with the status of their service call and when it's resolved
- Schedule onsite visits when it's convenient for the customer
- Avoid equipment downtime through preventative maintenance

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service: Schedule onsite visits when it's convenient for the customer.

Reference:

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

<https://dynamics.microsoft.com/en-us/customer-voice/capabilities>

Question: 91

You are designing a Power Platform solution for a company. The company issues each employee a tablet device.

The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:

Users must have a visual guide to know which data to enter in each step of the opportunity management process.

The system must automatically assign the opportunity to a manager for approval once all data is entered.

The system must notify an assignee each time an opportunity is assigned to them by using push notifications.

When a user selects a push notification, the associated opportunity must display.

You need to recommend the Power Platform components that will meet their requirements.

Which three Power Platform components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Business process flows
- B. Power Apps mobile apps
- C. Power Virtual Agents chatbots
- D. Power Automate desktop flows
- E. Power Automate cloud flows

Answer: ABE

Explanation:

A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process.

B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for Power Apps mobile by using the Power Apps Notification

connector. You can send notifications to any app that you create in Power Apps.

E: 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.

Reference:

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

<https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification>

Question: 92

A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

context of other related data.

Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Power Platform tool to help the client visualize the data.

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

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. Power Automate
- C. Power Virtual Agents
- D. Power Apps

Answer: AD

Explanation:

A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their

own reports and dashboards. It is part of the Microsoft Power Platform.

D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service

(<https://powerbi.com>) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.

Reference:

<https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps>

Question: 93

A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

- A. Microsoft Customer Voice
- B. Business Process Modeler task guide
- C. Dashboards
- D. Business Process Flow

Answer: D

Explanation:

Question: 94

HOTSPOT

A company plans to create a Power Platform solution that integrates with Dynamics 365 Sales.

The solution must meet the following requirements:

Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication. An external system needs to send data to the company's Dynamics 365 Sales solution.

You need to recommend the most suitable solution to integrate Dynamics 365 Sales with both systems.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Integration requirement

Solutions

Have read-only visibility of data from an external Azure SQL database.

- Use virtual tables.
- Use a custom plug-in.
- Use Dynamics 365 Web API.
- Use a web resource to display data.

External system sends data to Dynamics 365 Sales.

- Use a custom plug-in.
- Use Dynamics 365 Web API.
- Use a web resource to display data.

Answer:

Explanation:

Integration requirement

Solutions

Have read-only visibility of data from an external Azure SQL database.

- Use virtual tables.
- Use a custom plug-in.
- Use Dynamics 365 Web API.
- Use a web resource to display data.

External system sends data to Dynamics 365 Sales.

- Use a custom plug-in.
- Use Dynamics 365 Web API.
- Use a web resource to display data.

Box 1: Use Virtual tables

A virtual entity is a custom entity in Dynamics 365 Customer Engagement (on-premises) that has fields containing data from an external data source. Virtual entities appear in your app to users as regular entity records, but contain data that is sourced from an external database, such as an Azure SQL Database. Records based on virtual entities are available in all clients including custom clients developed using the Dynamics 365 Customer Engagement Web Services.

Box 2: Use Dynamics 365 Web API.

Dynamics 365 Web Services API: Many times, straight database-to-database integrations aren't a possibility. In these cases, the development of a solution may depend on utilization of the Dynamics 365 Customer Engagement web services API (Application Programming Interface).

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on->

Question: 95
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.

Issue	Solution
Users often encounter a character limit when entering data.	<ul style="list-style-type: none">Define a data mask.Define and implement duplicate detection rules.Define the data type and format for each column.
The database includes multiple instances of some records.	<ul style="list-style-type: none">Define requirements for data entry.Define and implement duplicate detection rules.Define the data type and format for each column.

Answer:

Explanation:

Issue	Solution
Users often encounter a character limit when entering data.	<ul style="list-style-type: none">Define a data mask.Define and implement duplicate detection rules.Define the data type and format for each column.
The database includes multiple instances of some records.	<ul style="list-style-type: none">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: 96

HOTSPOT

A company is creating a Power Platform solution to manage employees.

The company has the following requirements:

Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Requirement

Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

Allow only approved device types to access the solution and company data.

Configuration

Team access
Privacy preference Field security profile
Hierarchy security profile

Endpoint security
Compliance policy
Conditional access
Mobile threat integration

Box 1: Field security profile

Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles.

Box 2: Compliance policy

Compliance policy settings – Tenant-wide settings that are like a built-in compliance policy that every device receives. Compliance policy settings set a baseline for how compliance policy works in your Intune environment, including whether devices that haven't received any device compliance policies are compliant or noncompliant.

Note: Mobile device management (MDM) solutions like Intune can help protect organizational data by requiring users and devices to meet some requirements. In Intune, this feature is called compliance policies.

Compliance policies in Intune:

Define the rules and settings that users and devices must meet to be compliant.

Include actions that apply to devices that are noncompliant. Actions for noncompliance can alert users to the conditions of noncompliance and safeguard data on noncompliant devices.

Can be combined with Conditional Access, which can then block users and devices that don't meet the rules.

Reference:

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

<https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started>

Question: 97

You are designing a Power Platform solution for a company.

Users must be granted access only to data that is relevant to them.

You need to recommend actions to meet the requirements.

Which two recommendations should you make? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Add column security profiles to applicable teams.
- B. Define and configure security roles.
- C. Create teams and assign security roles and users to the teams.
- D. Create business units and assign security roles to the business units.

Answer: BD

Explanation:

To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. You do this by setting up business units, security roles, and field security profiles.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

Question: 98

HOTSPOT

You are supporting a recent go-live for a model-driven app that includes mobile offline functionality.

Users report the following issues:

The process of downloading initial metadata for the app takes hours to complete.

Some account views are unavailable when the app is offline.

Changes to users' security privileges are not reflected in the mobile app.

Contact data is not available when the app is offline.

You need to resolve the mobile app performance issues.

What should you review? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Issue

Resolution

The process of downloading initial



metadata for the app takes hours to complete.

Synchronize the mobile app
Remove organization data filters.
Reduce records included in the profile filter

Changes to users' security privileges are not reflected in the mobile app

Synchronize the mobile app
Reduce records included in the profile filter.
Remove reference to tables not included in mobile profile.

Some account views are unavailable when the app is offline

Synchronize the mobile app
Reduce records included in the profile filter
Remove reference to tables not included in mobile profile.

Contact data is not available when the app is offline

Reduce records included in the profile filter
Update mobile profile to include contact information.
Remove reference to tables not included in mobile profile.

Answer:

Explanation:

Issue

Resolution

The process of downloading initial metadata for the app takes hours to complete

Synchronize the mobile app
Remove organization data filters
Reduce records included in the profile filter.

Changes to users' security privileges are not reflected in the mobile app

Synchronize the mobile app
Reduce records included in the profile filter
Remove reference to tables not included in mobile profile

Some account views are unavailable when the app is offline

Synchronize the mobile app
Reduce records included in the profile filter
Remove reference to tables not included in mobile profile

Contact data is not available when the app is offline.

Reduce records included in the profile filter
Update mobile profile to include contact information
Remove reference to tables not included in mobile profile.

Question: 99

A company wants to create a Power Automate flow that posts marketing events to social media.

The company must ensure that the postings adhere to regulatory requirements for handling of personally identifiable information (PII) dat

a. The company will not post events to unauthorized social media platforms.

You need to ensure that the requirement is met.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Configure the relevant connector so that it is part of the Non-Business data group category.
- B. Create a security role to prevent data export.
- C. Configure an Azure Active Directory (AAD) security role for the maker to the environment.
- D. Create a Data Loss Protection (DLP) policy.
- E. Configure the relevant connector so that it is part of the Blocked data group category.

Answer: DE

Explanation:

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

Question: 100

You are designing a Microsoft Power Platform solution to help a company manage sales leads.

The solution has the following requirements:

- Ensure that users follow a predefined sales process regardless of the device that employees use to access the app.
- 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 cloudflow
- B. Business process flow
- C. Power Automate desktopflow
- D. Playbook

Answer: B

Explanation:

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: 101

A company provides professional development certifications to technologies around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

Handle multiple customer interactions at once

Ensure that users can access information from several business applications.

Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.

Implement all functionality in a single interface.

You need to recommend a solution that meets the requirements of the company.

What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

Answer: A

Explanation:

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.

Omnichannel for Customer Service also provides a modern, customizable, high-productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation to ensure agents are effective.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

Question: 102

HOTSPOT

You are designing a Microsoft Power Platform solution for a company.

Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Allow users to change the status of a record only if a custom column named Reason is populated.

Prompt users to update each opportunity product record when an opportunity is won or lost.

Component

Business rule
Power Automate flow
Asynchronous plug-in
Background workflow

JavaScript code
Real-time workflow
Power Automate flow
Asynchronous plug-in

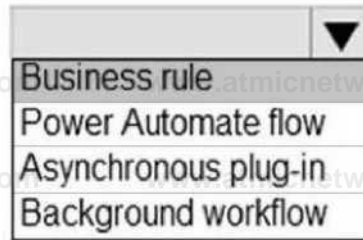
Answer:

Explanation:

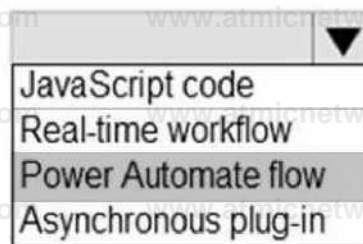
Requirement

Allow users to change the status of a record only if a custom column named Reason is populated.

Component



Prompt users to update each opportunity product record when an opportunity is won or lost.



Box 1: Business rule

You can create business rules and recommendations to apply logic and validations without writing code or creating plug-ins. Business rules provide a simple interface to implement and maintain fastchanging and commonly used rules.

Box 2: Power Automate flow

Trigger the Power Automate flow with "When a record is updated", then add a Condition in the flow and configure it with Status Label equals to Won.

Reference:

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

<https://www.inogic.com/blog/2021/12/how-to-win-lose-dynamics-365-crm-opportunity-through-power-automate-flow/>

Question: 103

An organization plans to implement a solution to deliver the complete sales process for its sales teams. The organization does NOT have any physical barcode scanners.

To meet the organization business requirements, the proposed solution must include the following capabilities:

- Create and qualify leads to contacts
- Generate quotes and convert quotes to orders
- Scan product barcodes as part of the order generation process

You need to recommend a solution to help the organization achieve its business requirements.

What should you recommend?

- A. Dynamics 365 mobile app and a Power Apps canvas app
- B. Dynamics 365 for Phones only
- C. Dynamics 365 Customer Service and Dynamics 365 Sales
- D. Unified Service Desk

Answer: A

Explanation:

There is barcode scanner control in Power Apps. The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data-matrix code when in view.

Use the Dynamics 365 for phones or Dynamics 365 for tablets app to run customer engagement apps (such as Dynamics 365 Sales, Dynamics 365 Customer Service, and Dynamics 365 Marketing), built on Microsoft Dataverse on your mobile device.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-barcode-scanning>

<https://docs.microsoft.com/en-us/dynamics365/mobile-app/overview>

Question: 104

HOTSPOT

An organization is optimizing its Microsoft Power Platform solution architecture.

The optimization needs to address the following:

Label names for option sets and multiselect option sets should be added as separate fields for reporting.

Users complain that when a case is assigned to another user, all the activities are also assigned. Some Power BI reports based on Microsoft Dataverse data need near-real-time updating.

You need to recommend a design solution to meet these requirements.

What should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Users report that when a case is assigned to another user, all activities are also assigned.

Design

! ▼
For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None
Do not implement, but train users on best practices for assigning cases.
Create a 1 :N relationship between the user entity/table and the Activities table.

Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.

▼
Create Power BI reports using the Microsoft Dataverse connector.
Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database
Create Power BI dataflows based on the Microsoft Dataverse connector; point the Power BI report to the dataflows.

Answer:

Explanation:

Requirement

Users report that when a case is assigned to another user, all activities are also assigned.

Design

▼
For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None
Do not implement, but train users on best practices for assigning cases.
Create a 1 :N relationship between the user entity/table and the Activities table.

Some Power BI reports based on Microsoft Dataverse data require near-real-time updates

▼
Create Power BI reports using the Microsoft Dataverse connector.
Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database
Create Power BI dataflows based on the Microsoft Dataverse connector, point the Power BI report to the dataflows.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entity-relationship-cascading-behavior>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-powerbi-connector>

Question: 105

You are designing a Microsoft Power Platform solution for a company that has multiple Microsoft Dataverse environments.

You need to prevent specific users from accessing specific environments.

What should you do?

- A. Remove all security roles from the users of the specific environments.
- B. Remove the user from the business unit.
- C. Remove the user from all security groups.
- D. Remove the user from all teams.

Answer: A

Explanation:

Microsoft Dataverse uses a role-based security model to help secure access to the database. Security roles can be used to configure environment-wide access to all resources in the environment.

Reference:

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

Question: 106

HOTSPOT

You are designing a model-driven app for a hospital. The app will be used to track teams at the hospital including:

Team	Comments
Cleaning	There are three predetermined cleaning teams Tasks are assigned to a team Anyone on the team can complete an assigned task.
Emergency room	These teams are formed as needed based on patient needs and staff availability.
Billing	These teams are assigned to specific hospital departments Team members must only see data for the hospital department to which they are assigned

You need to recommend the team types to use.

Which team types should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Cleaning teams

Emergency room teams

Billing teams

Team type

	▼
Access	
Owner	

	▼
Access	
Owner	

	▼
Access	
Owner	

Answer:

Explanation:

Box 1: Owner team

Owner team: An owner team owns records and has security roles assigned to the team. A user's privileges can come from their individual security roles, those of the teams that they're part of or the ones they inherit. A team has full access rights on the records that the team owns. Team members are added manually to the owner team.

Box 2: Access team

Access team: An access team doesn't own records and doesn't have security roles assigned to the team. The team members have privileges defined by their individual security roles and by roles from the teams they're members of. These members share records with an access team, and the team is granted access rights to the records. Access rights include Read, Write, and Append.

Box 3: Owner team

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-teams>

Question: 107

You are designing a Microsoft Power Platform solution for an automobile parts manufacturer. You create the following tables:

Table	Comments
Assemblies	For each assembly record there will be one or more rows in the Parts table. When the ownership for an assembly record changes, the related parts records must be updated.
Parts	Rows in the Parts table must not be deleted when an assembly is deleted.

You need to recommend a relationship behavior.

Which relationship behavior should you recommend?

- A. Referential, Restrict Delete
- B. Custom
- C. Parental
- D. Referential, Remove Link

Answer: B

Explanation:

Restrict Delete: Prevent the Referenced table record from being deleted when referencing tables exist.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entity-relationship-cascading-behavior>

Question: 108

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.

Answer: AB

Explanation:

B. We need 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: 109

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.

a. The migration team reports the following findings:

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.

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.

Resolution strategies

- Disable auditing.
- Disable duplicate detection.
- Disable all custom JavaScript functions.
- Disable all workflows, plug-ins, and Power Platform admin center

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

-
-
-

Answer:

Explanation:

Migration issue

Resolution strategy

Users who own account rows are receiving system generated emails.

Disable duplicate detection.

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

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

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

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: 110

You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.

The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits.

You need to ensure that the API conforms to service protection limits.

Which three metrics should you review? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. The number of requests that a user can make each day.
- B. The total number of requests that can be processed each day.
- C. The number of concurrent requests that a user can make.
- D. The total execution time for requests by all users.
- E. The combined execution time required to process requests from a user.

Answer: ACE

Explanation:

Three types of service protection API limit errors that can be returned:

Number of requests

This limit counts the total number of requests during the preceding 300 second period.

Execution time

This limit tracks the combined execution time of incoming requests during the preceding 300 second period.

Concurrent requests

This limit tracks the number of concurrent requests.

Reference:

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

Question: 111

You are evaluating a solution design for a model-driven app that will have a large number of complex forms.

Many of the forms take up to 10 seconds to load.

You need to recommend solution to speed up loading times for the forms.

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

NOTE: Each correct selection is worth one point.

- A. Consolidate and reduce scripts.
- B. Use synchronous JavaScript requests.
- C. Move scripts into the OnLoad event.
- D. Remove unnecessary fields.

Answer: AD

Explanation:

Controls that require extra data beyond the primary record produce the most strain on form responsiveness and loading speed. These controls fetch data over the network and often involve a waiting period (seen as progress indicators) because it can take time to transmit the data.

Keep only the most frequently used of these controls on the default tab.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/design-performant-forms>

Question: 112

A company uses a third-party cloud-based app to make real-time business decisions. The app has a RESTful API.

You must design a Microsoft Power Platform solution that interacts with the third-party app. Changes made in the Microsoft Power Platform solution must be reflected in the cloud app.

You need to recommend technologies to integrate the Microsoft Power Platform solution with the cloud app.

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

NOTE: Each correct selection is worth one point.

- A. Scheduled Power Automate cloud flow with a custom connector to the cloud app
- B. Power Virtual Agents
- C. Custom plug-on registered with Microsoft Dataverse
- D. Model-driven app

Answer: C, D

Explanation:

A: To enable Logic Apps, Power Automate, or Power Apps to communicate with the REST or SOAP API, use a custom connector, which is a wrapper around a REST API (Logic Apps also supports SOAP APIs).

C: Custom APIs are a powerful way to connect to any existing API, hosted anywhere, from PowerApps. You do not need a PowerApps Enterprise subscription to register or use a Custom API.

Custom APIs are RESTful endpoints that you can connect to and use from PowerApps. All you'll need is a Swagger definition file for your endpoint.

Reference:

<https://docs.microsoft.com/en-us/power-platform/guidance/architecture/real-world-examples/custom-connector-canvas>

<https://powerapps.microsoft.com/hr-hr/blog/register-and-use-custom-apis-in-powerapps/>

Question: 113

DRAG DROP

You are a Microsoft Power Platform solution architect capturing requirements for a national retail chain protect. The project has the following requirements

- Retail employees must use the application on a company- provided tablet device.
- The app must store data offline
- Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity
- Apps are shared with security group teams for users to access.

You need to identify the project s functional and non-functional requirements.

How should you categorize the requirements? To answer, drag the appropriate categories to the correct requirements. Each category 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.

Categories	Requirement	Category
Functional	Retail employees must use the application on a company- provided tablet device	
Non-functional	The app must store data offline	
	Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity	
	Apps are shared with security group teams for users to access	

Answer:

Explanation:

Categories	Requirement	Category
Functional	Retail employees must use the application on a company- provided tablet device	Functional
Non-functional	The app must store data offline	Non-functional
	Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity	Non-functional
	Apps are shared with security group teams for users to access	Non-functional

Question: 114

HOTSPOT

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs.

The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs

The solution must meet the following requirements:

- Dispatch technicians to troubleshoot and repair customer issues
- Call center must log customer issues.
- Third -party technicians must be able to access assigned repair service jobs.

You need to recommend an authentication strategy.

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

Answer Area

User type

Authentication model

Call center employee 's

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 I

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 i

Azure AD and a security role

Azure AD and a web role

Authenticated user and a security role

Authenticated user and a web role

Explanation:

Answer:

Answer Ato

Unr type	Authentication model
Can center employee	Azure AD and a security role
Repair service customer	Azure AD and a web role
Third-party tchrcnian	Authenticated user and a web role

Question: 115

DRAG DROP

You are a Microsoft Power Platform architect.

You have identified several project risks.

You need to categorize potential risks that are specific to your customer.

How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category 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.

Categories	Answer Area	Category
Resources*		
Business risk		
External risk		
Security risk 1		
	HU	
	The project requires integration to custom-built on premises systems that store business-sensitive data	
	The organization is currently making significant go to market strategy adjustments	
	The customer has a limited budget in relation to the project requirements.	

Answer:

Explanation:

Categories	Answer Area	Risk	Category
Resource risk			
Business risk 1		The project requires integration to custom-built on-premises Security risk systems that store business-sensitive data	
External risk		The organization is currently making significant go-to-market Business risk strategy adjustments.	
Security risk 1		The customer has a limited budget in relation to the project Resource risk requirements.	

Question: 116

DRAG DROP

You are designing a solution to automate the following processes:

- Import data into Microsoft Dataverse from systems that have an API available.
- Import data into Microsoft Dataverse from systems that do not have an API available.
- Validate that contacts in a Microsoft Excel file Dataverse forms in a specified order.

You need to implement automation methods.

Which components should you use? To answer, drag the appropriate components to the correct

requirements. Each component 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

Components

- Cloud flow
- Business process flow
- Robotic process automation

Answer Area

Requirement

- Interact with applications that do not have an API
- Guide users through business steps in a specific order

Component

Answer:

Explanation:

Components

- Cloud flow
- Business process flow
- Robotic process automation

Answer Area

Requirement

- Interact with applications that do not have an API
- Guide users through business steps in a specific order
- Interact with applications that have an API

Component

- Robotic process automation
- Business process flow
- Cloud flow

Question: 117

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	<ul style="list-style-type: none"> Use only a browser-based app. Include fields for contact name, phone number, product, order date, and total amount owed.
Fulfillment	<ul style="list-style-type: none"> Use either a mobile or browser-based app. Include fields for contact name, product, and order date.
Field sales	<ul style="list-style-type: none"> Use only a mobile app. 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 only columns needed on the form for each department. Assign the appropriate security role to each form.
- 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 all columns needed for all departments. Use business rules to hide columns.
- D. Add new columns to an existing form. Grant all departments security roles for that form.

Answer: A

Explanation:

Question: 118

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Microsoft Power Platform solution.

You need to recommend a data-loading solution.

What should you recommend?

- A. Add the contacts to a static worksheet
- B. Use the Excel Template feature
- C. Use the import from Excel feature.

Answer: C

Explanation:

Question: 119

DRAG DROP

You are a Microsoft Power Platform architect.

You need to design a process to transport configuration and test data from one environment to a separate environment

Which four actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer area
Import the ZIP file data.	1
Import the CSV file data.	2
Define the schema of the source data to be exported.	3
Use the schema to export data.	4
Download the Configuration Migration tool from NuGet.	
Create personal views to define the source data to be exported.	
Download the schema of the source data to be exported.	
Download the Configuration Migration tool from AppSource.	

Answer:

Explanation:

Action*	Order
Download the schema of the source data to be exported	1 Download the Configuration Migration tool from NuGet
Create personal views to define the source data to be exported	2 Define the schema of the source data to be exported
Import the CSV file data.	3 Use the schema to export data
Download the Configuration Migration tool from AppSource.	4 Import the Zip file data.

<https://learn.microsoft.com/en-us/power-platform/admin/manage-configuration-data>

Question: 120

HOTSPOT

You are designing a solution to continually import data from several data sources into Microsoft Dataverse. The solution must meet the following requirements:

- Include integrated error handling for records that fail to import successfully into Dataverse.
- Augment data with AI and machine learning models.

You need to select a component for each requirement

Which components should you use? To answer, select the appropriate options in the answer area **NOTE:**

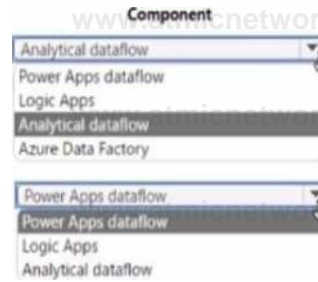
Each correct selection is worth one point.

Answer Area

include integrated error handling in place for records that fail to import

Requirement

Augment data with AI and machine learning models



Explanation:

Answer Area

Requirement

Augment data with AI and machine learning models include integrated error handling in place for records that fail to import

Component

Analytical dataflow
Power Apps dataflow

Answer

Question: 121

You are assessing the capabilities of a project for a customer in the education sector. The solution must meet the following requirements

- include curriculum and student management capabilities.
- Conform to on-going Microsoft platform upgrades.
- Minimize custom coding and configuration

You need to recommend a solution. What should you recommend?

- A. Power Apps portal
- B. Microsoft Power Platform admin center
- C. Microsoft 365 admin center
- D. AppSource

Answer: C

Explanation:

Question: 122

DRAG DROP

You are a Microsoft Power Platform architect.

You must identify and document your organization's business processes to identify opportunities for automaton.

You need to run task mining in process advisor.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Prepare processes and recordings.
- Analyze processes.
- Visualize processes.
- Identify automation recommendations.
- Share processes.

Answer area



Answer:

Explanation:

Actions



- 1 Prepare processes and recordings.
- 2 Analyze processes.
- 3 Visualize processes.
- 4 Identify automation recommendations.
- 5 Share processes.



Question: 125

You are designing a solution for a national vehicle repair company. You have the following requirements:

- Customers must search for vehicle issues by using natural language expressions.
- Customers must contact a customer service agent as required.

You need to recommend a solution.

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

- A. Power Virtual Agents
- B. Business process flow
- C. Power Apps portal
- D. Customer Insights

Answer: B, C

Explanation:

Question: 126

You are designing an integration between an Azure SQL database and a model-driven app. You have the following requirements:

- Audit updates to the data.
- Assign security role access to tables at the user level.
- Assign security role access to tables at the organization level.
- Enable change tracking.
- Add and update data.

You need to implement virtual tables.

Which two requirements can you meet by using virtual tables? Each correct answer presents a complete solution.

NOTE Each correct selection is worth one point.

- A. Enable change tracking.
- B. Assign security role access to tables at the user level.
- C. Add and update data.
- D. Assign security role access to tables at the organization level.
- E. Audit updates to the data.

Answer: B, D

Explanation:

Question: 127

DRAG DROP

A company uses Microsoft Power Platform solutions.

The company plans to set up application lifecycle management (ALM) capabilities to store the solutions in source control, which will be used to automate the release process.

You need to set up the initial ALM infrastructure to store the solutions in source control.

Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in

The screenshot shows the 'Actions' list on the left and the 'Steps' list on the right. The 'Actions' list contains: 'Run the pipeline.', 'Create an Export pipeline.', 'Create an Azure DevOps Project.', 'Install the Microsoft Power Platform Build Tools.', 'Create a Release pipeline.', and 'Add a task for Microsoft Power Platform Import Solution.'. The 'Steps' list is empty. There are navigation arrows between the two lists.

the correct order.

Answer:

Explanation:

The screenshot shows the 'Steps' list on the right, which now contains four items in the following order: 'Create an Azure DevOps Project.', 'Install the Microsoft Power Platform Build Tools.', 'Create a Release pipeline.', and 'Add a task for Microsoft Power Platform Import Solution.'. The 'Actions' list on the left now only contains 'Run the pipeline.' and 'Create an Export pipeline.'. Navigation arrows are visible between the lists.

Question: 128

HOTSPOT

You are a Microsoft Power Platform architect designing integrations for a project. You have the following integration requirements:

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

- Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
- Stream large volumes of data from the company's website to a live Power BI dashboard.
- Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

You need to use an Azure service for the integration requirements.

Which Azure services should you use? To answer, select the appropriate options in the answer area?

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	<input checked="" type="checkbox"/> Azure Service Bus <input type="checkbox"/> Azure Notification Hub <input type="checkbox"/> Azure Active Directory <input type="checkbox"/> Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	<input type="checkbox"/> Azure Relay <input checked="" type="checkbox"/> Azure Relay <input type="checkbox"/> Azure SQL <input type="checkbox"/> Azure Cognitive Services <input type="checkbox"/> Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	<input type="checkbox"/> Azure Event Hubs <input checked="" type="checkbox"/> Azure Event Hubs <input type="checkbox"/> Azure Service Bus <input type="checkbox"/> Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	<input type="checkbox"/> Azure Functions <input type="checkbox"/> Azure Logic Apps <input checked="" type="checkbox"/> Azure Functions <input type="checkbox"/> Azure Service Bus

Answer:

Explanation:

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	Azure Service Bus
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	Azure Relay
Stream large volumes of data from the company's website to a live Power BI dashboard.	Azure Event Hubs
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	Azure Functions

Question: 129

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 categories to the correct requirements. Each category 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.

Categories

Functional

Non-functional

Answer Area

Credit card numbers must be encrypted.

Non-functional

Requirement

The app must automatically send a confirmation email to a customer when they place an order.

Credit card numbers must be encrypted

Answer

Explanation:

Categories

Functional

Nonfunctional

Answer Area

Requirement

The app must automatically send a confirmation email to a customer when they place an order.

Category

Functional

Question: 130

DRAG DROP

You are designing a data model for a Microsoft Power Platform solution.

The data model must meet the following requirements:

- When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.

Cascade All

Cascade Active

Cascade User Owned

Cascade Non*

When an account is assigned to a new salesperson all opportunities that are associated with the account must be assigned to the new salesperson. When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.

Answer

Explanation:

Cascading strategies

Answer Area

Cascading strategies

Answer Area

Requirement

Cascading strategy

| Cascade All | Cascade Active | Cascade User

When an account is assigned to a new salesperson, all opportunities that are | Cascade All associated with the account must be assigned to the new salesperson.

Owned

When a salesperson assigns a lead to another salesperson, all phone can Cascade User Owned activities related to the lead must be assigned to the new salesperson.

| Cascade None

Question: 131

A company plans to automate business processes by using Power Automate. You identify a subprocess that must be implemented across multiple flows. You need to implement the subprocess so that it is maintainable and easy to navigate. What should you do?

- A. Save a copy of the subprocess and then add any additional actions into the flow.
- B. Initiate the subprocess with an automated trigger.
- C. Copy the actions of the subprocess into the flow by using the clipboard.
- D. Initiate the subprocess with an instant trigger.

Answer: B

Explanation:

Question: 132

HOTSPOT

You are evaluating a solution design.

You need to test the following scenarios:

- Mimic a user using an app.
- Obtain formal approval that an app meets customer-provided criteria.
- Confirmation that an app can manage expected peak loads.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario

Test type

Mimic a user using an app

- Acceptance testing
- UI testing
- Acceptance testing
- Performance testing
- Load testing

Obtain formal approval that an app meets customer provided | Acceptance testing

- Acceptance testing
- Performance testing
- UI testing

Confirmation that an app can manage expected peak loads. | Performance testing

- Unit testing
- Acceptance testing
- Performance testing
- Integration testing

Answer:

Explanation:

Answer Area*

Scenario

Test type

Minx a user using an app. Acceptance testing
Obtain formal approval that an app meets customer-provided Acceptance testing criteria.
Confirmation that an app can manage expected peak loads Performance testing

Question: 133

HOTSPOT

You are working with a customer to plan a go-live deployment to their production environment. The solution includes several apps and environment variables. The superuser team manages the production environment that is secured by using a specific environment Azure AD security group. The following issues have been identified:

- The super user team cannot access make.powerapps.com to open and set the environment variables.
- Users are added to the environment Azure AD security group and are not able to access the model-driven app.

Answer Area

Issue

The superuser team cannot set the environment variables.

Users cannot access the model-driven app

Users cannot access the canvas app

Resolution

Assign the System Customizer role.

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

Assign the Basic User role.

Assign the Basic User role.

Assign the Service Reader role.

Assign the Office Collaborator role.

Add users to the superuser team.

Add users to an Azure AD Security Group.

Assign the System Customizer role.

Assign the Service Reader role.

Add users to the superuser team.

Add users to an Azure AD Security Group.

Answer:

Explanation:

Answer Area

Issue	Resolution
The superuser team cannot set the environment variables.	Assign the Basic User role
Users cannot access the model-driven app.	Add users to an Azure AD Security Group.
Users cannot access the canvas app.	



Question: 134

You are designing a Microsoft Power Platform solution that will include multiple applications.

You have the following requirements:

- Support agents managing cases.
- Project managers reviewing and updating their projects.
- Stock managers managing warehouses.
- New site visitors self-registering.
- Employees tracking time entries.

Which three requirements can you meet by implementing role-based applications? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. New site visitors self-resisting.
- B. Project managers reviewing and updating their projects.
- C. Stock managers managing warehouses.
- D. Support agents managing cases.
- E. Staff tracking time entries.

Answer: B, C, D

Explanation:

Question: 135

Answer: A

Explanation:

Question: 136

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Upload the activity data stored in the Excel sheet to the process advisor feature. Use task mining to discover inefficiencies in the process.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 137

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Upload the activity data stored in the Excel sheet to the process advisor feature. Use process mining to discover inefficiencies in the process.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Question: 138

HOTSPOT

You are implementing a Microsoft Power Platform solution for a customer to include data migration from multiple legacy systems. The data includes lead and contact data. The environment includes an assigned security group.

The following issues have occurred during a go-live deployment attempt:

- Lookup values are not populated when data migration is complete.
- Data is being added to the contacts table that is not part of the data migration.
- Various users do not appear in the list of users available for record assignment.

You need to resolve the go-live deployment issues.

How should you resolve the issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Lookup values are not populated when data migration is complete.	<input type="checkbox"/> Split the import data into smaller import batches. <input type="checkbox"/> Disable all Power Automate flows, plug-ins, and workflows <input type="checkbox"/> Run data migration in a specific order.
Data is being added to the contacts table that is not part of the data migration.	<input type="checkbox"/> Disable all Power Automate flows, plug-ins, and workflows. <input type="checkbox"/> Disable auditing. <input type="checkbox"/> Import the data by using an application user.
Various users do not appear in the list of users available for record assignment.	<input type="checkbox"/> Add to a security group. <input type="checkbox"/> Add to a security group. <input type="checkbox"/> Add a security role. <input type="checkbox"/> Add a Microsoft 365 role. <input type="checkbox"/> Add a field security profile.

Answer:

Explanation:

Answer Area

Issue	Solution
Lookup values are not populated when data migration is complete.	<input type="checkbox"/> Split the import data into smaller import batches
Data is being added to the contacts table that is not part of the data migration.	<input type="checkbox"/> Disable all Power Automate flows, plug-ins, and workflows.
Various users do not appear in the list of users available for record assignment.	<input type="checkbox"/> Add to a security group.

Question: 139

DRAG DROP

A client plans to implement Microsoft Power Platform solutions.

The client identifies the following requirements for handling opportunities:

- Users must follow the same set of steps each time they process opportunities
- For opportunities with values greater than \$20,000, a follow-up date and second contact field

must appear on the form.

- An error message must display if a follow-up date is not within seven days of the opportunity creation date.

You need to recommend tools to meet the client requirements.

What should you recommend? To answer, drag the appropriate tools to the correct requirement. Each tool 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.

Tools	Requirement	Tool
Business Rule Business process flow	Users must follow the same set of steps each time they process Opportunities	
Workflows	For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.	
	An error message must display if a follow-up date is not within seven days of the opportunity creation date	

Answer:

Explanation:

Tools	Requirement	Tool
Business Rule Business process flow 1	Users must follow the same set of steps each time they process opportunities.	Business process flow
Workflows	For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.	Business Rule
	An error message must display if a follow-up date is not within seven days of the opportunity creation date.	Workflows

Question: 140

HOTSPOT

A company uses Power Pages for article submissions. The article properties are stored in a table in Microsoft Dataverse and the content of the article is stored in a related Microsoft SharePoint library. The company invites different experts outside its organization to review an article before publishing it. The reviewers are granted access to the articles in Microsoft Dataverse. The company has the following requirements:

- Provide a app to canvas the reviewers that exposes both the article properties and content in read-only mode.
- Once the review is completed, the reviewer saves the review data, and the article and the review no longer appear in the app.

You need to recommend the components to be used for each requirement.

Which options should you use?

NOTE: Each correct selection is worth one point.

Requirement	Option 1 a dedicated	the reviewers
Security configuration for reviewers	Create a dedicated access team and add the reviewers to the team.	
Access to the app	Create a dedicated access team template and add it to the article record. Create a dedicated owner team in the Microsoft Dataverse environment and add the reviewers to the team. Create a dedicated Microsoft Teams channel with a security role for the article and add the reviewers as members.	
	EmbedDP Power Pages portal.	
	Embed app in Power Pages portal.	
	Share app through the Power Apps maker portal. Register app in Azure AD and email the registration link Publish the app in Power Apps Studio and email the link to the app.	

Answer:

Explanation:

Answer Area

Requirement

Security configuration for reviewers

Access to the app

Option

Create a dedicated access team and add the reviewers to the team.

Embed app in Power Pages portal.

Question: 141

A company is creating a Microsoft Power Platform app to enable employees to log daily time entries.

Employee user accounts are in multiple Azure AD tenants and are not located in the tenant that is running the app.

Employees must be added as Azure AD guest accounts within the tenant that will be running the app.

Employees must access the model-driven app by being a member of a security team. The security team has been assigned the Employee Security role. Employees must create personal views of records to view within the system.

You need to implement a security solution.

Which privilege should you use?

- A. Direct basic level
- B. Azure AD security group
- C. Team
- D. Shared app access

Answer:
C

Explanation:

Question: 142

HOTSPOT

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

- Migration processes fail due to operation timeouts.
- 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.

Answer Area

Solution

Issue

Migration processes fail due to operation timeouts.

Records that include lookup columns often fail to load.

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Increase multithreading and/or batch size settings.

Decrease multithreading and/or batch size settings. Ensure you are loading data into all tables at the same time. Ensure you are loading data into tables in a particular order.

Ensure you are loading data into tables in a specific order.

Increase multithreading and/or batch size settings. Decrease multithreading and/or batch size settings.

Ensure you are loading data into all tables at the same time

Ensure you are loading data into tables in a specific order.

Answer:

Explanation:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	Increase multithreading and/or batch size settings.
Records that include lookup columns often fail to load.	Ensure you are loading data into tables in a specific order.

Question: 143

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Create a custom connector. Create a cloud flow for approval and use the custom connector to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Question: 144

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Install an on-premises gateway. Create a cloud flow for approval and to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Question: 145

DRAG DROP

A company plans to integrate Microsoft Power Platform with existing systems, including Microsoft Dynamics 365 Omni channel for Customer Service.

You need to recommend a solution for each requirement.

Which components should you recommend for the requirements?

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.

Solutions

| Custom API

| Custom pages

| Microsoft Power Virtual Agent

Answer Area

Requirement

Display information about the contact in the Omnichannel app.

Ensure only tables needed are exposed for integration purposes.

Display data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse.

Solution

Explanation:

Answer:

Solutions

| Custom API

| Custom pages

| Microsoft Power Virtual Agent

Answer Area

Requirement

Display information about the contact in the Omnichannel app.

Ensure only tables needed are exposed for integration purposes.

Display data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse.

Solution

Microsoft Power Virtual Agent

| Custom API

| Custom pages

Question: 146

You are designing a new Microsoft Power Platform solution for a wedding organizer company.

The company uses a third-party application and plans to migrate the data into Microsoft Dataverse for the new solution. The third-party application has an API that can be connected to programmatically for data migration purposes.

You need to migrate the unique IDs belonging to the records from the third-party application. Which two Microsoft Dataverse column types should you use to store this information?

Each correct answer presents a complete solution.

A. Text Area

B. Unique Identifier

C. Plain Text

D. Rich Text

E. Float

Answer: B

Explanation:

Question: 147

HOTSPOT

A food distribution terminal uses Microsoft Dynamics 365 Field Service and Microsoft Dynamics 365 Supply Chain Management to manage inventory and fulfill customer orders. Customers place custom orders through a Power Pages customer portal. Customers can enter different receiving times and dates on fresh produce order lines.

The terminal needs to expose fresh produce order details from Dynamics 365 to its customers in the portal. Customers can control how much detail they see in the portal.

You need to design a solution that meets the requirements.

Which mechanism should you use for each requirement?

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Mechanism
Retrieve data representing fresh produce details.	<input type="checkbox"/> Custom connector <input checked="" type="checkbox"/> Basic form <input type="checkbox"/> Data gateway <input type="checkbox"/> Advanced form
Expose the fresh produce details.	<input checked="" type="checkbox"/> * Portal Management app ¹ <input type="checkbox"/> Customer Service Insights <input type="checkbox"/> Microsoft Power Platform admin center <input type="checkbox"/> Microsoft 365 Apps admin center

Answer

Explanation:

Answer Area

Requirement	Mechanism
Retrieve data representing fresh produce details.	<input type="checkbox"/> Custom connector
Expose the fresh produce details.	<input checked="" type="checkbox"/> Portal Management app

Question: 148

A company uses Microsoft Power Platform and Dynamics 365 Field Service.

External workers deliver onsite service to customer locations by using the Field Service (Dynamics 365) mobile app.

You need to ensure that external users can only use the app from specific locations.

Which solution should you use?

- A. Azure Conditional Access policy
- B. Azure role-based access control (RBAC)
- C. Azure Active Directory security groups
- D. Azure multi-factor authentication (MFA)

Answer:

A

Explanation:

Question: 149

You are a Microsoft Power Platform architect supporting the go-live phase of a canvas app. The canvas app accesses data on-premises and in the cloud.

Users are reporting the app is very slow to respond, especially upon initial launch.

You need to optimize the performance of the app.

Which three actions should you complete? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Move data calls from the OnStart event to the Onload event.
- B. Reduce data row limits.
- C. Increase data row limits.
- D. Move data calls from the Onload event to the OnStart event.
- E. Review the settings of the data gateway for on-premises data sources.

Answer: A, B, E

Explanation:

Question: 150

DRAG DROP

A company has a call center that manages customer-related issues.

The company has the following customer experience improvement requirements:

- Simulate a human conversation with a customer by providing a chat interface.
- Ensure the initial conversation is passed to a live agent upon escalation.

You need to recommend a solution for each requirement.

Which solutions 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.

Solutions

I Power Virtual Agents

Dynamics 365 Remote Assist

Dynamics 365 Customer Service

Omnichannel for Customer Service

Answer Area

Requirement

Provide an automated chat interface.

Pass conversation to a live agent upon escalation.

Solution

Answer:

Explanation:

Solutions

- Power Virtual Agents
- Dynamics 365 Remote Assist
- Dynamics 365 Customer Service
- Omnichannel for Customer Service

Answer Area

Requirement

- Provide an automated chat interface.
- Pass conversation to a live agent upon escalation.

Solution

- Power Virtual Agents
- Omnichannel for Customer Service

Question: 151

HOTSPOT

A company uses Microsoft Dataverse to store patient Information-Patient information is managed using Dataverse forms. The company must enforce the following rules to manage data quality:

- Show or hide tabs in the main form based on the column value selected.
- Add a discount code automatically when a new patient row is added.

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.

Answer Area

Requirement

Show or hide tabs in the main form based on the column value selected.

Add a discount code automatically when a new patient row is added.

Solution

Answer:

Explanation:

Answer Area

Requirement

Show or hide tabs in the main form based on the column Business process flow value selected.

Add a discount code automatically when a new patient Business rule row is added.

Solution

Question: 152

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process. Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Install the Power Automate app in Microsoft Teams.

Create a cloud flow for approval to add data to the SQL Server database.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 153

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Create a desktop flow. Create a cloud flow for approval and trigger the desktop flow to add data to the SQL Server database.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 154

A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

- Track opportunities and reasons for the win or loss of opportunities in the context of other related data.
- Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Microsoft Power Platform tool to help the client visualize the data. Which two technologies should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Power BI
- B. Power Virtual Agents
- C. Power Apps

D. Power Automate

Answer: A, C

Explanation:

Question: 155

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

Answer: D

Explanation:

Question: 156

HOTSPOT

A company plans to use a combination of model-driven and canvas apps for data interaction and Power BI for data reporting. The company has the following requirements:

- Share a canvas app with the auditor team.
- Ensure account balance values in Power BI are only viewable by the investment team.
- Streamline user administration and role assignment.

You need to recommend a security component to use for each requirement.

Which security components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Security component
Share a canvas app.	Microsoft Entra ID security group Security roles Column-level security Manager hierarchy model
Control account balance visibility.	Report access Column-level security Microsoft Entra ID security group
Streamline user administration and role assignment.	MdnsGpr hierarchy model Column-level security Manager hierarchy model Microsoft Entra ID security group

Answer:

Explanation:

Answer Area

Requirement	Security component
Share a canvas app,	Microsoft Entra ID security group
Control account balance visibility, Streamline user administration and role	Report access

Question: 157

DRAG DROP

You are designing a Microsoft Power Platform solution that will be deployed to two separate companies in the same Microsoft Office 365 tenant: Contoso, Ltd. and Contoso Pharmaceuticals. The solution must meet the following security requirements:

- Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
- Restrict access to specific forms.
- Restrict access to specific tables.

What should you recommend? To answer, drag the appropriate security types to the correct restrictions.

Each security 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.

Security objects	Answer Area	Restriction	Security object
Security role Team		Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.	
User profile		Restrict access to specific forms. Security group Restrict access to specific tables.	

Answer:

Explanation:

Security objects

Answer Area

Security role

Team

Security group

User profile

Restriction

Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company. Team

Restrict access to specific forms.

Restrict access to specific tables.

Security object

Security group

Security role

Question: 158

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.

Answer Area

Business requirement

The system must delete all associated models when a user deletes a manufacturer.

The system must auto-populate information from the manufacturer when creating a new model from the model list on the manufacturer page.

Relationship

Use a parental 1 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.

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.

Answer:

Explanation:

Answer Area

Business requirement

The system must delete all associated models when a user deletes a manufacturer.

The system must auto-populate information from the manufacturer when creating a new model from the model list on the manufacturer page.

Relationship

Use a parental 1:N relationship between manufacturer and model.

Use field mappings in 1:N relationship between manufacturer and model. ^

Question: 159

DRAG DROP

A company plans to integrate a model-driven app with external data sources. The company has the following requirements:

- Consume data in its data warehouse from Microsoft Dataverse.
- Use a plug-in to retrieve information from an external service.

You need to recommend a Microsoft Azure component for each requirement.

Which Azure components should you recommend? To answer, drag the appropriate Azure components to the correct requirements. Each Azure component 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.

Requirement	Answer Area	Azure component
Consume data in a data warehouse.		
Consume data from an external source.		

Azure Event Hub

Azure Service Bus

Azure Data Factory

Azure Synapse Link

Answer:

Explanation:

Requirement	Answer Area	Azure component
Consume data in a data warehouse.		Azure Data Factory
Consume data from an external source.		Azure Service Bus

Azure Event Hub

Azure Service Bus

Azure Data Factory

Azure Synapse Link

Question: 160

A company plans to use Power BI.

The company plans to share reports indefinitely with a specific set of users.

You need to recommend a solution.

Which solution should you recommend?

- Share directly with the users.
- Embed code by using the Publish to web option.
- Embed code by using the website or portal option.
- Share by using a link.

Answer: D

Explanation:

Question: 161

DRAG DROP

An organization plans to replace large, legacy systems with apps in Microsoft Power Platform. The technical staff consolidated the legacy data into a Microsoft SQL Server database and provisioned a Microsoft Power Platform environment for prototyping new processes. The business decision makers approved the SQL data and the prototype data that must be migrated into production.

The following types of data exist:

/194

- Historical data: read-only legacy data to be used for future reference
- Prototype data: created to support new business processes

You need to deploy the approved data into the Microsoft Dataverse production environment and keep the remaining data in SQL Server.

Which method should you use for each type of data?

To answer, drag the appropriate tools to the correct migrations. Each tool 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.

Tools

- Dataflows
- Virtual tables
- Package Deployer
- SolutionPackager

Answer Area

- Historical data
- Prototype data

Migration Tool

Answer:

Explanation:

Tools

- Dataflows
- Virtual tables
- Package Deployer
- SolutionPackager

Answer Area

Migration	Tool
Historical data	Dataflows
Prototype data	SolutionPackager

Question: 162

DRAG DROP

A company plans to implement a model-driven app. The company has the following requirements:

- Short Message Service (SMS) data must be visible on the model-driven app timeline.
- Store location data must be referenced from a SQL server database.
- Customer data must be audited and only edited by specific users.

You need to recommend the table type for each requirement.

Which table types 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.

Solutions

- Virtual – organization owned
- Custom – user or team owned
- Custom – organization owned
- Activity – user or team owned

Answer Area

Requirement	Solution
SMS data	
Store location data	
Customer data	

Solution

-
-
-



Answer:

Explanation:

Solutions	Answer Area	Requirement	Solution
Virtual - organization owned		SMS data	Activity - user or team owned
Custom - user or team owned		Store location data	Custom - organization owned
Custom - organization owned		Customer data	Custom - user or team owned
Activity - user or team owned			

Question: 163

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.

Solutions	Data quality item	Solution
Masking rules	Phone numbers must contain only numbers.	
Field-level security	Account financial totals are secured for only authorized users to access.	
Hierarchical security	Users must be able to view their records and managers must be able to view records for their team.	

Answer:

Explanation:

Solutions	Answer Area	Data quality item	Solution
Masking rules		Phone numbers must contain only numbers.	Field-level security
Field-level security		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.	

Question: 164

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application. Employees report that they are

unable to open the application. You need to ensure that the employees can access the application.

Solution: Add the employees to the user table in the environment. Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 165

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application.

Employees report that they are unable to open the application.

You need to ensure that the employees can access the application.

Solution: Add the employees to a security group and associate a security role with the security group. Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Question: 166

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application. Employees report that they are unable to open the application. You need to ensure that the employees can access the application.

Solution: Configure a conditional access policy.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 167

A company plans to import 2.5 million data rows into Microsoft Dataverse during a go-live process. The import job will run as a single import job. You run a test on the import and observe that some of the rows did not import. You need to identify which rows did not import. Which tool should you use?

- A. Azure Event Hub
- B. Import Data Wizard
- C. Microsoft Power Platform dataflows
- D. Azure Service Bus

Answer: B

Explanation:

Question: 168

HOTSPOT

You are a Microsoft Power Platform architect gathering solution requirements for a customer. Management uses three different systems to locate asset inventory and contract details. Management must view inventory with the ability to select assets and view additional details. Sales representatives have issues locating assets based on specific features in a timely manner when working with customers.

You need to prioritize the requirements.

Which priority should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Enable sales representatives to locate assets in less time.

Enable management to view inventory and asset details.

Priority

Non-functional
Time Consumer
Non-functional
Functional
Quick Win

Functional
Big Investment
Non-functional
Budget
Functional

Answer:

Explanation:

Answer Area

Requirement

Enable sales representatives to locate assets in less time.

Enable management to view inventory and asset details.

Priority

Non-functional

Functional

Question: 169

HOTSPOT

You design a Microsoft Power Platform app for a company. The company has the following requirements:

- need to use an off-the-shelf product by an ISV that provides functionality to enable customers to deposit funds into their account
- ability to handle a high number of customers depositing funds into their account during lunchtime hours

You need to recommend a solution that meets the requirements. Which components should you recommend?

To answer, select the appropriate options in the answer area.

Answer Area

Requirement

Download compliant ISV solutions.

Verify that the ISV solution will not have issues with high- I API limits volume transactions.

Solution

AppSource *

Security

API limits

AppSource

pSV Studio

Security

API limits

AppSource ISV Studio

Answer:

Explanation:

Answer Area

Requirement

Download compliant ISV solutions.

Verify that the ISV solution will not have issues with high- API limits volume transactions.

Solution

AppSource

T

*

Question: 170

You are designing a Microsoft Power Platform solution.

The solution requires Microsoft Power Platform components and custom coding.

You need to describe the benefits of using Microsoft AppSource.

Which are three benefits of AppSource? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Entra ID federated single sign-on (SSO).
- B. Reduced coding efforts because anyone can publish in AppSource.
- C. Microsoft standardized license agreement and privacy policy.
- D. App uptime of at least 99.9 percent.
- E. Free trial before committing to any additional costs.

Answer: A, C, E

Explanation:

Question: 171

HOTSPOT

A company plans to use Microsoft Power Platform.

The company needs to understand how API requests are used so that its solution can be designed within the API limits granted by Microsoft. The company requires the following information:

- How API limits are allocated
- Which Microsoft Power Platform components count toward its API limits
- Which Power Automate flow steps count toward API limits

You need to describe the API allocation for each design consideration.

Which API allocations should you identify? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Design consideration

How API limits are allocated

Which Microsoft Power Platform components count toward API limits

Which Power Automate flow steps count toward API limits

API allocation

By license

By app

By tenant

By tenant

By environment

Dataverse, Power Apps, and Power Automate

Dataverse, Power Apps, and Power BI

Power Apps, Power BI, and Power Pages

Power Apps, Power BI, and Power Pages

Each step counts as one API request.

Each flow run counts as one API request.

Only successful steps count as one API request.

Only successful flows count as one API request.

Answer:

Explanation:

Answer Area

Design consideration

How API limits are allocated

Which Microsoft Power Platform components count toward API limits Which Power Automate count toward API limits

API allocation

By license

Dataverse Power Apps, and Power Automate

Each step counts as one API request.

Question: 172

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses a Microsoft Power Platform application.

Employees report that they are unable to open the application.

You need to ensure that the employees can access the application.

Solution: Add the employees to a security group and assign the security group to a Microsoft Teams team.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 173

A company plans to use Microsoft Power Pages. The company gathers business requirements.

You need to identify the functional requirements.

Which two requirements should you gather? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. A Power Pages site must be able to handle 100 concurrent external site visitors.
- B. Users must be able to control the use of their personal data in Microsoft Dataverse.
- C. Users must be able to log in to a Power Pages site by using single sign-on.
- D. Azure Front Door and Power Pages must be used to improve caching capabilities.
- E. Users must be able to submit a service request on a Power Pages site.

Answer: C, E

Explanation:

Question: 174

HOTSPOT

A company has a Power Apps app and uses Microsoft Dataverse for data storage. The company plans to provide employees the ability to create the following:

- Data loss prevention (DLP) policies that are at the environment level.
- Applications that allow employees to access only the activity records that they create.

You need to identify the security roles that the employees require.

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

NOTE: Each correct selection is worth one point.

Microsoft Power Platform security roles

Requirement

Create environment-level DLP policies,

Create applications that allow employees to access only the activity records that they create,

Security role

Power Platform administrator
Dynamics 365 administrator
Global admin

Power Platform administrator

System Administrator

System Customizer 11

Environment Maker

Service Writer

System Administrator

System Customizer

Answer:

Explanation:

Microsoft Power Platform security roles

Requirement

Create environment-level DLP policies.

Create applications that allow employees to access only the activity records that they create.

Security role

Power Platform administrator

System Customizer

Question: 175

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

Answer: D, E

Explanation:

Question: 176

You are a Microsoft Power Platform architect developing a solution for a car retailer. Your solution includes reference data that relates to car colors, car types, and car models. Automation has been developed and deployed to notify account managers based on the car color, car make, and car model selected by potential buyers.

Notifications are failing to send to account managers due to different record identifiers between environments. You need to update the reference data across all environments.

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. Power Automate flows
- B. Configuration Migration tool
- C. Azure Data Factory
- D. Logic Apps
- E. Import Data Wizard

Answer: A, D

Explanation:

Question: 177

You are implementing a customer service solution that uses Power Automate flows to automate business processes.

A flow sends order status update emails to customers. Customers report not receiving order status update emails during peak order times.

You need to troubleshoot the issue by examining flow executions.

What should you use?

- A. Solution history information page
- B. Flow information page in flow.microsoft.com
- C. Microsoft Power Platform admin center
- D. Flow information page in make.powerapps.com

Answer: A

Explanation:

Question: 178

HOTSPOT

You are designing a Microsoft Power Platform solution for a company.

Users in the human resources department must be able to create tasks and assign cases to other users.

You create tables for cases and tasks. You need to recommend security settings to the company. What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Business requirement	Solution
Ability to create tasks	<input type="checkbox"/> Assign user-level rights to the human resources department
Ability to assign cases to other users	<input type="checkbox"/> Assign organization-level rights to the human resources department
	<input type="checkbox"/> Assign user-level rights to the human resources department
	<input type="checkbox"/> Assign Create and Read rights to tasks
	<input type="checkbox"/> Assign organization-level rights to the human resources department

Answer:

Explanation:

Answer Area

Business requirement	Solution
Ability to create tasks	<input type="checkbox"/> Assign Create and Read rights to task
Ability to assign cases to other users	<input type="checkbox"/> Assign user-level rights to the human resources department

Question: 179

You are a Microsoft Power Platform architect designing a solution.

You must use a custom connector to integrate Power Automate with a data source.

You need to authenticate the connector with the data source.

Which three authentication methods can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Pass-through

- B. OpenID Connect (OIDC)
- C. API Key
- D. Generic OAuth 2.0
- E. Basic authentication

Answer: C, D, E

Explanation:

Question: 180

A company uses Microsoft Power Platform with assets that include solution files, flat files, custom code, HTML files, and data.

You need to use application lifecycle management (ALM) to deploy the assets to Microsoft Dataverse.

Which tool should you use?

- A. Package deployer
- B. Solution packager
- C. Configuration Migration tool
- D. Microsoft Power Platform Build Tools

Answer: A

Explanation:

Question: 181

DRAG DROP

You are working on a project with a logistics company. The company plans to digitally transform its business by using Microsoft Power Platform.

You lead several requirements workshops with stakeholders.

The workshops result in the need for the following solutions:

- Allow users to place orders, track order status, and receive notifications about order shipments.
- Provide availability 24 hours a day, excluding scheduled maintenance windows.
- Support real-time tracking of inventory levels.

You need to categorize each of the captured requirements.

Which category should you use for each requirement? To answer, move the appropriate categories to the correct requirements.

You may use each category once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Categories

Categorizing requirements for organizational goals

<input type="checkbox"/> Functional
<input type="checkbox"/> Non-functional

Requirement

Ability to place orders, track order shipment notifications

24-hour availability, excluding set windows

Real-time tracking of inventory levels

Answer:

Explanation:

Categories

Categorizing requirements for organizational goals

<input type="checkbox"/> Functional
<input type="checkbox"/> Non-functional

Requirement

Ability to place orders, track order status, and receive shipment notifications

24-hour availability, excluding scheduled maintenance windows

Real-time tracking of inventory levels

Category

Question: 182

You are implementing a model-driven app for a national chain of retail stores. You have the following requirements:

- Store employees must be able to view data for their store only.
- Regional managers must be able to view data for all stores in a region.
- The reporting team must be able to view all data across all stores.

You need to configure system security.

Which three security methods should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Manager hierarchy
- B. Account hierarchy
- C. Owner teams
- D. Microsoft Entra ID security group
- E. Security roles

Answer: A, C, E

Explanation:

Question: 183

DRAG DROP

A company plans to implement Microsoft Power Platform to provide data controls. The current implementation is complex and spans multiple environments.

The IT team will implement DLP policies. Members of the team have different security roles applied to their user accounts, depending on their specified level of access.

You need to identify which policies the IT team can apply for the different security roles.

Which policy type should you recommend for each security role? To answer, move the appropriate policy types to the correct security roles. You may use each policy type once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Policy types	Answer Area	Security role	Policy type
Tenant		System Administrator	
Environment		Power Platform Administrator	
		Global Administrator	
		Dynamics 365 Administrator	

Explanation:

Policy types	Answer Area	Security role	Policy type
Tenant		System Administrator	Environment
Environment		Power Platform Administrator	Tenant
		Global Administrator	Tenant
		Dynamics 365 Administrator	Environment

Answer:

Question: 184

A customer plans to use Microsoft Power Platform integration capabilities to migrate its on-premises sales database to Microsoft Dataverse. The database has more than 10 years of sales data with complex table relationships. The data is used to generate real-time sales reports and predictive analytics.

The customer requires a data migration strategy that implements the following:

- ensures minimal downtime
- maintains data integrity
- allows for validation of migrated data before switching to the new system
- ensures that the historical data is preserved accurately in the Dataverse environment

Which two strategies should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Perform a full migration and start using Dataverse after migration.
- B. Perform a full migration and perform a test run on Dataverse to simulate real-time activity.
- C. Develop a phased migration plan in which data is moved in chunks based on years.
- D. Map the data schema to Dataverse and validate integrity through trial loads.
- E. Migrate historical data to Azure Data Lake to reduce migration complexity.

Answer: C, D

Explanation:

Question: 185

An engineering company is implementing Dynamics 365 Sales. The company has a custom connector to an ERP system. The company plans to use the connector to view data in the app while also avoiding any data migration. You need to evaluate the requirements and recommend an approach. Which approach should you recommend?

- A. Install an industry accelerator.
- B. Create an on-demand Power Automate flow and use the connector to access the data.
- C. Build a canvas app and embed it in the Dynamics 365 Sales app.
- D. Connect the connector directly to the Dynamics 365 Sales app and view the data.

Answer: B

Explanation:

Question: 186

You are designing a Microsoft Power Platform solution. The company wants its development team to create an interactive slider visualization to indicate and filter timeframe data that can be used across all of its apps that can be styled and manipulated by using code. You need to recommend a technology that meets these requirements. Which technology would you recommend the developers adopt to assist the implementation team?

- A. Power Apps Component Framework control
- B. Web resource
- C. JavaScript
- D. Canvas app

Answer: A

Explanation:

Question: 187

A company plans to use Microsoft Power Platform.

The company wants to enhance the user experience of its apps. The company requires a reusable custom color picker control that can be added to model-driven app forms and canvas app screens. You need to recommend a solution. Which solution should you recommend?

- A. Power Apps component framework
- B. Client script
- C. Web resources
- D. Plug-ins

Answer: A

Explanation:

Question: 188

HOTSPOT

A nationwide retailer is streamlining its warehouse operations by using a custom Microsoft Power Platform solution. The retailer plans to migrate its existing data to Microsoft Dataverse.

The retailer provides the following data solution requirements:

- Dispatchers are responsible for the storage, handling, and transportation of goods to and from the warehouses.
- Dispatchers will own order records and any associated order lines after an order ships.
- The floor manager requires a consolidated view of the total order revenue for each order.
- The remaining inventory on hand must be available on each order line for the shipped product.
- All staff must take photos if they observe a hazard in a warehouse. These photos must be added to a folder and shared with regional managers.

You need to design the data solution.

Which data solution component should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Data solution requirements

Requirement

Solution component

Total order revenue

Rollup column

Calculated column

Choice column

Rollup column

Whole number column

Whole number column

Autonumber column

Key column

Rollup column

Whole number column

Inventory on hand

Photos of hazards

File column

File column

Rollup column Text Area column

SharePoint document library

Answer:

Explanation:

Data solution requirements

Requirement

Solution component

Total order revenue

Rollup column

K

Inventory on hand
Photos of hazards

Whole number column

File column

Question: 189

DRAG DROP

A medium-size company is evaluating Microsoft Power Platform functionality to enhance its business processes. The company currently uses a mix of spreadsheet tools and an outdated CRM system.

The company requires the following business solutions:

- bidirectional data sync between the outdated system and a new custom app
- improved efficiency of data transfers
- comprehensive real-time sales data displays

You need to configure the solution components for each requirement

Which components should you configure? To answer, move the appropriate solution components to the correct requirements.

You may use each solution component once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Solution components



Microsoft Power Platform solution components

- Requirement
- Bidirectional data sync between outdated system custom app ^
- Improved efficiency of data transfers
- Comprehensive real-time sales data displays

Answer:

Explanation:

Solution components



Microsoft Power Platform solution components



Question: 190

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

Answer: D

Explanation:

Question: 191

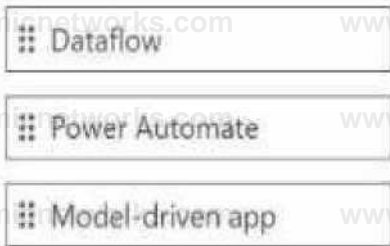
DRAG DROP

A company uses a model-driven app to manage ticket requests.

The company has the following data requirements:

- Update a third-party application when a new ticket request is submitted.
- Transform and import event data nightly from a Microsoft Excel spreadsheet that is stored in a shared location.

Locations



You need to recommend a location to create the connection for each requirement.

Which locations should you recommend? To answer, drag the appropriate locations to the correct requirements. Each location 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.

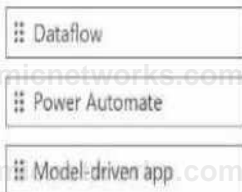
NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Explanation:

Locations



Answer Area



Update a third-party application

Transform and import event data

Answer:

Question: 193

A company plans to auto-populate the Name column on a row based on other text columns on the row. The company requires this to happen immediately and without needing to refresh the form. You need to recommend a solution. What should you recommend that the company use?

- A. Business rule
- B. Power Automate flow
- C. Background classic workflow

Answer: A

Explanation:

Question: 194

DRAG DROP

A company is preparing to launch a new Microsoft Power Apps app.

The company must Import data for the launch. The company requests a review of the documented testing process that will be used to validate the data Import.

You need to provide the steps for the testing process.

Which four steps should you recommend be performed in sequence? To answer, move the appropriate steps from the list of steps to the answer area and arrange them in the correct order.

Steps

- ☰ Create a test plan.
- ☰ Customize the solution.
- ☰ Prepare a test report.
- ☰ Prepare the environment.
- ☰ Run test scripts.
- ☰ Complete UI validation.
- ☰ Complete data mapping.

Answer:

Explanation:

Testing process

- 1 ☰ Prepare the environment.
- 2 ☰ Complete data mapping.
- 3 ☰ Complete UI validation.
- 4 ☰ Create a test plan.

Question: 195

HOTSPOT

A company plans to use Microsoft Dynamics 365 and Microsoft Power Platform. The company has the following requirements:

- Schedule onsite visits for customers per availability.
- Generate invoices based on services delivered to customers.

You need to recommend a solution to meet the requirements.

Which solutions should you recommend? To answer, select the appropriate options in the answer area.

Answer Area

Requirement

Schedule onsite visits

Dynamics 365 held Service e
Dynamics 365 Customs* Service
Dynamics 365 Customer Insights
Omnichannel for Customer Service

Generate invoices

Dynamic* 16S Martelli?^
Dynamics 365 Field Service
Dynamic* 365 Remote Assist
Dynamics 365 Customer Service

Answer:

Explanation:

Answer Area

Solution

Dynamic* 365 Held Service
Dynamic* 365 field Sendee

Requirement

Schedule onsite visits.

Generate invoices.

Question: 196

A company uses Microsoft Power Platform. The company plans to expand to other countries/regions. The chief operating officer (COO) must assess compliance risks related to the planned expansion. You need to direct the COO to the compliance information. Where should you direct the COO?

- Microsoft 365 admin center
- Microsoft Power Platform admin center
- Microsoft Defender
- Microsoft Trust Center

Answer: D

Explanation:

Question: 197

You are documenting a company's current enterprise architecture. You need to evaluate the architecture of the data to identify its influences. Which three data influences should you ask the company about? Each correct answer presents a complete solution. Choose three. NOTE: Each correct selection is worth one point.

- quality
- history
- user access

- D. location
- E. pain points

Answer: A, B, D

Explanation:

Question: 199

A company is undergoing digital transformation.

You must conduct an in-person workshop with several business stakeholders to learn more about the company and its solution requirements. You have limited time to get the information from the stakeholders.

You need to ensure that the workshop is set up for success.

Which two actions should you perform? Each correct answer presents a complete solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Explain the technical aspects of the solution to the stakeholders.
- B. Present the proposed solution as part of the workshop.
- C. Keep to the agenda by minimizing side conversations.
- D. Publish the agenda in advance of the workshop.

Answer: C, D

Explanation:

Question: 200

You are designing a Microsoft Power Platform solution for a customer.

The customer is developing an application that needs to use an existing Microsoft SharePoint list. The application must be able to:

- allow view access for external customers.
- use out-of-the-box processes for access for employees.

You need to recommend components for the application.

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

NOTE: Each correct selection is worth one point.

- A. Model-driven app
- B. Custom pages
- C. Power Pages
- D. Canvas app

Answer: A, B

Explanation:

Question: 201

HOTSPOT

You are designing a Microsoft Dataverse data model for a mortgage brokerage.

The brokerage provides the following table and field information:

The brokerage has the following data relationship requirements:

- A client can have multiple loan applications, but each loan application must be associated with only one client
- Each loan application must be associated with one property, but a property can be linked to multiple loan applications.

Answer:

Explanation:

Answer Area

Requirement	Solution
Relationship between client and loan application	One-to-many relationship »
Relationship between loan application and property	Many-to-one relationship ^
Column type for clients employer	Lookup to Contact v

Question: 202

A company uses Microsoft Power Platform. The company has a database that has two tables: Department and Employee.

The company plans to define a data model to meet the following requirements:

- Each row in the Department table can be linked to more than one row in the Employee table.
- Each row in the Employee table can be linked to only one row in the Department table,
- Action taken on one table will not affect the other table.

You need to define the relationship between the tables. Which relationship type should you use?

- many-to-many relationship and parental relationship behavior
- many-to-many relationship and custom relationship behavior
- many-to-one relationship and Referential, Remove Link
- many-to-one relationship and Referential, Restrict Delete

Answer: D

Explanation:

Question: 203

A healthcare provider plans to use its data sources to help diagnose patient health. You need to define the data sources for the company.

Which two data sources should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. electronic health records
- B. wearable health device
- C. patient scheduling
- D. financial transactions
- E. patient feedback surveys

Answer: A, B

Explanation:

Question: 204

DRAG DROP

You are leading the discovery process with a new client who is implementing a customer support solution by using Microsoft Power Platform.

The company has the following requests for the discovery process:

- You must use sticky notes to collect information from stakeholders.
- You must ensure that support reps who cannot attend the in-person meeting are able to provide feedback.
- You must get detailed information on the call escalation process from a support rep who noted several pain points.

You need to select which types of discovery to use to meet the requests.

Which discovery types should you use? To answer, move the appropriate discovery types to the correct requests. You may use each discovery type once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Question: 206

HOTSPOT

A company uses Dynamics 365 Field Service to manage onsite services provided by frontline workers.

The company has the following requirements:

- Onsite inspectors must be able to collaborate with remote inspectors to carry out inspections.
- Customer support teams must be able to easily manage and maintain knowledge articles based on customer questions and feedback.

You need to recommend a product that can be implemented for each requirement.

Which products should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

Answer Area

Requirement

Enable collaboration between onsite inspectors and remote inspectors.

Enable management and maintenance of knowledge articles.

Product

Dynamics 365 Remote

Dynamics 365 Remote Assist

Dynamics 365 Customer Voice

Dynamics 365 Customer Insights

Dynamics 365 Customer Service

AI Builder

Dynamics 365 Customer Voice

Dynamics 365 Customer Service

Dynamics 365 Customer

Answer:

Explanation:

Answer Area

Requirement

Enable collaboration between onsite inspectors and remote inspectors.

Enable management and maintenance of knowledge articles.

Product

Dynamics 365 Remote Assist

Dynamics 365 Customer Service

Question: 207

A company plans to use Microsoft Power Platform.

The company requires information from an Oracle database to be displayed in a Dynamics 365 model-driven app without transferring data.

You need to make the information visible by using built-in features.

Which Microsoft Power Platform component should you use?

- A. Dataflows
- B. AI Builder
- C. Power Automate
- D. Canvas app

Answer: C

Explanation:

Question: 208

A company plans to implement robotic process automation (RPA).

The company wants to reuse existing online support content.

You need to recommend a component that uses the company's existing online support content.

Which component should you recommend?

- A. Conditions
- B. Variables
- C. Questions
- D. Topics

Answer: D

Explanation:

Question: 209

DRAG DROP

A company has the following security requirements:

- Salespeople must not be able to display or access a contact's credit card number
- Sales assistants must be able to view the five key fields required to create a lead.
- Customer service agents must be able to view only cases they own.

You need to set the appropriate level of security for each scenario.

Which levels of security should you set? To answer, move the appropriate levels of security to the correct scenarios. You may use each level once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Levels of security

- App
- Row
- Form
- Column

Scenarios with the security level required to be set

Scenario	Level of security
Salespeople must not be able to display or access a contact's credit card number.	
Sales assistants must be able to view the five key _____ fields required to create a lead.	1
Customer service agents must be able to view only _____ cases they own,	j

Explanation:

Answer:

Levels of security

- App
- Row
- Form
- Column

Scenario	Level of security
Salespeople must not be able to display or access a Column contact's credit card number.	
Sales assistants must be able to view the five key <u>Form</u> fields required to create a lead.	
Customer service agents must be able to view only Row cases they own,	

Question: 210

DRAG DROP

A sales team uses a dedicated mailbox and the assistant for Microsoft Dynamics 365 Sales in their sales process. Technical staff collaborate in a research and development Microsoft Teams channel. Sales reps have a custom insight card that pops up each time certain keywords appear in emails from prospective customers. The sales reps must engage with the technical team before answering the emails.

The technical team plans to streamline the email answering process. The technical team needs a similar card to be exposed in the technical channel immediately after an email arrives.

You need to provide a solution for the technical team.

Which three actions should you perform in sequence?

To answer, move The appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Steps
<input type="checkbox"/> Edit the existing sales flow.	
<input type="checkbox"/> Parse the keywords from the sales emails.	
<input type="checkbox"/> Install Microsoft Power Automate in the environment.	
<input type="checkbox"/> Create the JSON message for the adaptive card.	
<input type="checkbox"/> Create a new flow in Microsoft Power Automate.	
<input type="checkbox"/> Add a trigger to the flow when email arrives in the sales mailbox.	
<input type="checkbox"/> Add a flow step to post adaptive card in the Teams technical channel.	

Answer:

Explanation:

Actions	Steps
<input type="checkbox"/> Edit the existing sales flow.	1 <input type="checkbox"/> Create a new flow in Microsoft Power Automate.
<input type="checkbox"/> Parse the keywords from the sales emails.	2 <input type="checkbox"/> Add a trigger to the flow when email arrives in the sales mailbox.
<input type="checkbox"/> Install Microsoft Power Automate in the environment.	3 <input type="checkbox"/> Add a flow step to post adaptive card in the Teams technical channel.
<input type="checkbox"/> Create the JSON message for the adaptive card.	

Question: 211

HOTSPOT

A company uses Microsoft Power Platform. The company has a model-driven app that has an embedded canvas app in the Contact table. The embedded canvas app displays information for contacts from an external data source.

The following issues are reported during testing:

- Users assigned to the Contact Manager security role cannot see the embedded canvas app.
- Some users assigned to the Basic User security role cannot see the embedded canvas app.

You need to recommend a resolution for each issue.

Which resolutions should you recommend? To answer, select the appropriate options in the answer area.

Answer Area

Issue	Resolution
Users assigned to the Contact Manager security role cannot view the embedded canvas app.	<input type="checkbox"/> Republish the Contact form. <input type="checkbox"/> Republish the canvas app from Power Apps studio. <input checked="" type="checkbox"/> Add the Contact Read privilege to the Contact Manager security role. <input checked="" type="checkbox"/> Add the Canvas App Read privilege to the Contact Manager security role.
Some users assigned to the Basic User security role cannot view the embedded canvas app.	<input checked="" type="checkbox"/> Add the Canvas App Read privilege to the Basic User security role. <input type="checkbox"/> Republish the Contact form. <input type="checkbox"/> Share the canvas app with the users. <input type="checkbox"/> Republish the canvas app from Power Apps studio. <input checked="" type="checkbox"/> Add the Canvas App Read privilege to the Basic User security role.

Answer:

Explanation:

Answer Area

Issue	Resolution
Users assigned to the Contact Manager security role cannot view the embedded canvas app.	<input checked="" type="checkbox"/> Add the Contact Read privilege to the Contact Manager security role.
Some users assigned to the Basic User security role cannot view the embedded canvas app.	<input checked="" type="checkbox"/> Add the Canvas App Read privilege to the Basic User security role.

Question: 212

A company has a Microsoft Power Platform environment.

The company requires a solution that provides integration with Azure services and on-premises data sources.

The integration must provide secure and efficient communication among the Microsoft Power Platform components, Azure services, and data sources.

You need to design a networking solution for the company.

What are two possible ways to incorporate the design? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- Configure Azure Firewall to protect SQL Server instances.
- Implement a virtual private network for Microsoft Power Apps to directly access on-premises systems.
- Configure Microsoft Entra ID to restrict access to Microsoft Power Platform environments.
- Use Azure Express Route for dedicated connections between Azure services and Microsoft Power Platform environments.
- Configure Azure Virtual Network service endpoints.

Answer: B, D

Explanation:

Question: 213

DRAG DROP

A police department uses apps deployed in Microsoft Power Platform to capture investigation information using a custom table. The apps run in offline mode in areas with poor data signals. The department identified a need for photos to be captured during the investigation and stored in Microsoft Dataverse for easy access.

You need to implement the photo-capturing functionality.

Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Steps
<input type="checkbox"/> Publish the mobile offline profile	
<input type="checkbox"/> Create a column of data type image in the investigation table	
<input type="checkbox"/> Add only the Image Descriptor table to the profile.	
<input type="checkbox"/> Add only the FileAttachment table to the profile	
<input type="checkbox"/> Create a new table to store the photos	
<input type="checkbox"/> Set the maximum size	
<input type="checkbox"/> Create a new mobile offline profile.	
<input type="checkbox"/> Add both the Image Descriptor and the FileAttachment tables to the profile.	

Answer:

Explanation:

Actions	Steps
<input type="checkbox"/> Publish the mobile offline profile.	1 Create a new table to store the photos
<input type="checkbox"/> Create a column of data type image in the investigation table	2 Set the maximum size.
<input type="checkbox"/> Add only the Image Descriptor table to the profile	3 Create a new mobile offline profile.
<input type="checkbox"/> Add only the FileAttachment table to the profile.	4 Add both the Image Descriptor and the FileAttachment tables to the profile.

Question: 214

A multinational corporation is deploying a Microsoft Power Platform solution to manage its sales processes across the following regions: North America, Europe, and Asia.

Each region operates independently but reports to a global headquarters. The company has several business units that correspond to each region. Within each business unit are multiple teams based on countries/regions.

Company employees have the following requirements:

- Sales representatives must have access only to data relevant to their specific country/region.
- Regional managers must be able to view and manage data across all areas within their region.
- Some global analysts require read-only access to sales data across the corporation by using third-party tools.
- External contractors need limited access to the system to input their progress.

You need to design a solution for the company. What should you do?

- A. Use Microsoft Entra ID groups to manage external access and app registrations for external applications.
- B. Use a single security role with deep privileges and manually share records as needed.
- C. Use a global security role with organization-level access for sales representatives.
- D. Use business units and child business units.

Answer: C

Explanation:

Question: 215

HOTSPOT

A legal services organization uses Microsoft SharePoint for case management and documentation. The organization plans to migrate Power Platform and Microsoft Dataverse. Case data is confidential and is disclosed only to the employees assigned to a case.

The organization has the following requirements:

- Lawyers must manage their assigned legal cases and case documentation in one app.
- Paralegals must be able see a lawyer's case details only when invited by the case lawyer.
- Paralegals retain access to the case documentation by using the existing SharePoint permissions.

You need to identify which components will satisfy the requirements without any custom development.

Which components should you use?

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Lawyer app	<input type="checkbox"/> Microsoft Teams channel app for lawyers only
	<input type="checkbox"/> Canvas app
	<input checked="" type="checkbox"/> Model-driven app
	<input checked="" type="checkbox"/> Microsoft Teams channel app for lawyers only
Paralegal app	<input type="checkbox"/> Microsoft Teams channel app shared with lawyers and paralegals
	<input checked="" type="checkbox"/> Canvas app
	<input type="checkbox"/> Custom page
	<input type="checkbox"/> SharePoint app
	<input type="checkbox"/> Microsoft Teams channel app

Answer:

Explanation:

Answer Area

Requirement	Component
lawyer app	Microsoft Teams channel app for lawyers only
Paralegal app	Canvas app

Question: 216

A company processes a large volume of customer service requests daily. The company manages customer service requests through a combination of email, a CRM system, and manual processes. The company requires streamlined customer service operations. The improved processes must provide the following solution;

- Reduce response times.
- Improve customer satisfaction.
- Include the use of AI to prioritize cases based on specific keywords used by the customer.

You need to design a solution that includes AI Builder. Which feature should you use in addition to AI Builder?

- A. Dataflows
- B. Logic app
- C. Exchange server-side sync
- D. Power Automate

Answer: D

Explanation:

Question: 217

DRAG DROP

A company plans to simplify its environment by replacing its current applications with a Microsoft Power Platform solution. You need to guide the company through the activities required during each project phase.

When should you recommend the company perform each activity? To answer, move the appropriate phases to the correct activities. You may use each phase once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Phases	Activity	Activities for project phases
Presales	Create a proof of concept.	Phase
Initiation	Use a workshop to document current processes.	[
Analysis/design	Assist with project team creation.]

Answer:

Explanation:

Phases	Activity	Activities for project phases
Presales	Create a proof of concept	jp resales
Initiation	Use a workshop to document current processes.	[Initiation
Analysis/design	Assist with project team creation.	[Analysis d esign

Question: 218

A company plans to adopt Microsoft Power Platform. You need to document the current enterprise architecture of the company.

Which two components should you incorporate? Each correct answer presents a complete solution.

Choose two. NOTE: Each correct selection is worth one point.

- A. applications used
- B. functional requirements
- C. organizational structure
- D. process diagrams
- E. data locations

Answer: A, E

Explanation:

Question: 219

You are performing a fit gap analysis for a bank based in the United States.

The bank requires a solution to monitor and disclose all financial transactions where money laundering is suspected.

You know that this requirement may not be feasible because banks and other financial institutions must adhere to established laws, rules, and guidelines. You need to verify the feasibility of the requirement. Which feasibility analysis should you check for the requirement?

- A. Level of effort is unfeasible
- B. Requirement is conflict-free from regulated industry
- C. Requirement is technically feasible
- D. Requires a prebuilt connector to be feasible

Answer: B

Explanation:

Question: 220

HOTSPOT

You are implementing a Microsoft Power Platform project for a company. The company has the following requirements for the project:

- Employees must be able to connect to the Microsoft cloud environment from their on-premises network by using a private connection.
- Employees must be able to create controls for applications that can be reused in applications and projects

You need to implement the appropriate solutions.

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

NOTE: Each correct selection is worth one point.

Microsoft Power Platform solutions

Requirement

Connect from the on-premises network to the Microsoft cloud environment.

Create controls that can be reused

Center of Excellence Developer Compliance Center Center of Excellence Developer Compliance Center

Solution

On-premises data gateway

Azure Event Hub

Azure ExpressRoute

Custom connector

On-premises data gateway

Center of Excellence nurture components

Center of Excellence theming components

Creator Kit

Answer:

Explanation:

Microsoft Power Platform solutions

Requirement

Connect from the on-premises network to the Microsoft cloud environment.

Create controls that can be reused.

Solution

On-premises data gateway ^

Center of Excellence Developer Compliance Center

Question: 221

DRAG DROP

A national retail company has multiple data sources, including the following:

- online e-commerce platform
- CRM system
- HR system
- customer support system

The company requires a unified view that includes all relevant data for the following data source requirements:

- include certification information for employees
- understand purchasing behavior and preferences
- enhance customer service

You need to configure the solutions.

Which data source should you configure for each requirement? To answer, move the appropriate data sources to the correct requirements. You may use each data source once, more than once, or not at all.

You may need to move the split bar between panes or scroll to view content NOTE: Each

correct selection is worth one point.



Answer:

Explanation:



Question: 222

You are meeting with a user at a financial institution to gather app requirements. The app must meet the following requirements:

- Be enabled for mobile use.
- Respond in less than five seconds.
- All data transmitted over the network must be encrypted

You need to categorize the type of requirements you captured.

Which two requirement types are captured? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. functional
- B. compliance
- C. feasibility
- D. exception
- E. non-functional

Answer: A, E

Explanation:

Question: 223

DRAG DROP

You collaborate with a customer to identify requirements.

You identify the following requirements as not feasible:

- Dashboards must be updated in real time with data from third-party providers.
- All parts of the solution must be General Data Protection Regulation (GDPR) compliant.

You need to specify the feasibility challenge.

Which feasibility challenge does each requirement pose? To answer, move the appropriate challenges to the correct requirements. You may use each challenge once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Challenges

- Process of Adoption
- Technical

Requirements with their feasibility challenge

- Requirement: Dashboards must be updated in real time with data from third party providers
- Requirement: All parts of the solution must be GDPR compliant

Challenge

Answer:

Explanation:

Challenges

- Process of Adoption
- Technical

Requirements with their feasibility challenge

- Requirement: Dashboards must be updated in real time with data from third party providers
- Requirement: All parts of the solution must be GDPR compliant

Challenge

- Technical

Question: 224

DRAG DROP

You are implementing a Microsoft Power Platform solution for an insurance company to help onboard new employees.

The implementation requires that the project team as well as additional employees conduct several rounds of testing. The testing rounds must follow these guidelines:

Testers must ensure that the existing onboarding solution remains intact after any system updates.

- Developers must test all individual components as part of the deployment.
- The project team must conduct a dry run of the complete onboarding process by using real data and scenarios.
- A small team of new employees must provide confirmation that the solution simplifies the onboarding process.

You need to evaluate the test requirements for the implementation.

Which four testing actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order. NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Required testing

Answer Area

<input type="checkbox"/> go-live
<input type="checkbox"/> performance
<input type="checkbox"/> disaster recovery
<input type="checkbox"/> unit
<input type="checkbox"/> integration
<input type="checkbox"/> regression
<input type="checkbox"/> acceptance

Answer:

Explanation:

Required testing

Answer Area

<input type="checkbox"/> go-live
<input type="checkbox"/> performance
<input type="checkbox"/> disaster recovery

1	<input type="checkbox"/> unit
2	<input type="checkbox"/> integration
3	<input type="checkbox"/> regression
4	<input type="checkbox"/> acceptance

Question: 225

You are evaluating company data.

The data must be migrated to Microsoft Dataverse.

You need to recommend the process to ensure clean data for the migration.

Solution: Limit the volume of migrated data.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Question: 226

You are evaluating company data

a. The data must be migrated to Microsoft Dataverse.

You need to recommend the process to ensure clean data for the migration.

Solution: Configure retry logic in the migration.

Does the solution meet the goal?

- A. Yes

B. No

Explanation:

Question: 227

You are evaluating company data.

The data must be migrated to Microsoft Dataverse.

You need to recommend the process to ensure clean data for the migration.

Solution: Eliminate duplicate records.

Does the solution meet the goal?

Answer: B

A. Yes

B. No

Explanation:

- When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.

You need to recommend cascading strategies for the data model.

Which cascading strategy should you recommend? To answer, drag the appropriate cascading strategies to the correct requirements. Each cascading strategy 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.

- Users are added to the environment Azure AD security group and are not able to access the canvas

Answer: B

app.

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.

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result these questions will not appear in the review screen.

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Record the actions required to complete the loan application process in the process advisor feature. Use task mining to discover inefficiencies in the process.

Does the solution meet the goal?

A. Yes

B. No

- The employer the client works for must be added for employment verification. Employers are maintained in the Account table.

You need to model the tables for Dataverse and set up relationships.

Which data model solution should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Relationship between client and loan application

Relationship between loan application and property

Column type for client s employer

Solution

One-to-many relationship *

One-to-many relationship

Many-to-many relationship 1 Many-to-one relationship

Many-to-one relationship

1 One-to-many relationship

1 Many-to-many relationship

Many-to-one relationship

1 Lookup to Contact

1 Choice

1 Customer

Lookup to Contact