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PL-600
Microsoft Power Platform Solution Architect

Questions & Answers PDF

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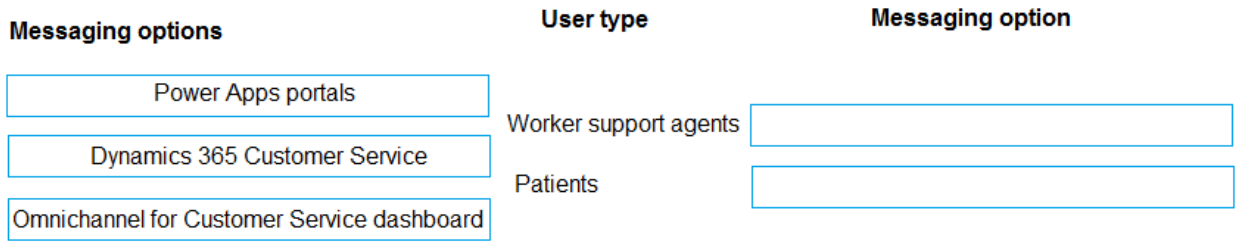
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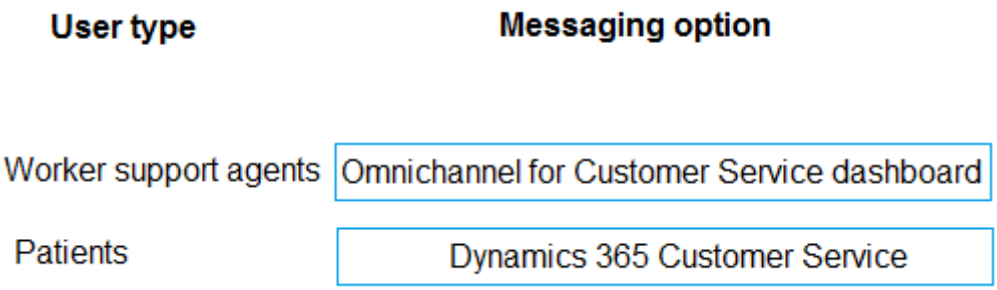
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Question: 1

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.



Answer:



Explanation:
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 or 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.



Answer:

Group of users	Technology
First Up employees	Microsoft Teams
Workers	Microsoft 365 Business Voice

Explanation:
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	Relationship behavior
A worker transfers to a new client company.	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:

Scenario	Relationship behavior
A worker transfers to a new client company.	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**

Explanation:
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

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