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Microsoft Power Platform Solution Architect

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QUESTION 1

HOTSPOT

You are designing a Power Platform solution for a company.

You have the following requirements:

1.

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

2.

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.

Hot Area:

Answer Area

Business requirement	Solution
Users in the human resources department must be able to create tasks.	▼ Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. 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.	▼ Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level assign rights to the human resources case table.

Correct Answer:

Answer Area

Business requirement	Solution
Users in the human resources department must be able to create tasks.	▼ **Assign only Create rights to activities.** Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. 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.	▼ Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. **Assign organization-level assign rights to the human resources case table.**

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 2

HOTSPOT

You are designing a Power Platform solution for a company that provides in-home appliance maintenance. When a customer schedules a service appointment, a dispatcher assigns one technician for a specific time and location.

The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

You need to recommend the data type for the captured information.

Which data type should you use? To answer, select the appropriate options in the answer area.
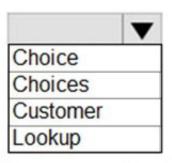
NOTE: Each correct selection is worth one point.
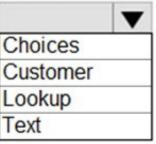
Hot Area:

Answer Area

Requirement	Data type
Capture information about the technician assigned to each service appointment.	▼ Choice Choices Customer Lookup
Select the tools that the technician must bring to an appointment.	▼ Choices Customer Lookup Text

Correct Answer:

Answer Area

Requirement	Data type
Capture information about the technician assigned to each service appointment.	▼ **Choice** Choices Customer Lookup
Select the tools that the technician must bring to an appointment.	▼ **Choices** Customer Lookup Text

Box 1: Choice

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

Incorrect Answers:

1.

Customer: A lookup column that you can use to specify a customer, which can be an account or contact.

2.

Lookup: Data in one table often relates to data in another table. For example, you might have a Teachers table and a Class table, and the Class table might have a lookup relation to the Teachers table to show which teacher teaches the class. You can use a lookup column to show data from the Teachers table. This is commonly referred to as a lookup column.

3.

The LookUp function finds the first record in a table that satisfies a formula. Use LookUp to find a single record that matches one or more criteria. For both, the formula is evaluated for each record of the table

Box 2: Choices You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields

QUESTION 3

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

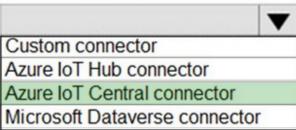| Requirement	Solution
View, assign, and resolve inspection bottlenecks.	▼ Booking rules **Schedule board** Proficiency models
Automatically input measurement readings from inspection gauges	▼ Custom connector Azure IoT Hub connector **Azure IoT Central connector** Microsoft Dataverse connector

Box 1: Schedule board

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:

1.

Connected Field Service for Azure IoT Central

2.

Connected Field Service for Azure IoT Hub

3.

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 4

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.
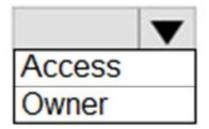
NOTE: Each correct selection is worth one point.
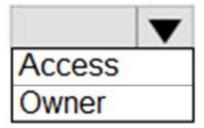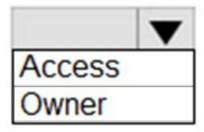
Hot Area:

Answer Area

Requirement	Team type
Cleaning teams	▼ Access Owner
Emergency room teams	▼ Access Owner
Billing teams	▼ Access Owner

Correct Answer:

Answer Area

Requirement	Team type
Cleaning teams	Access / **Owner**
Emergency room teams	**Access** / Owner
Billing teams	Access / **Owner**

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 5

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.

Select and Place:

Methods		Answer Area	
Dataverse Application User		**Group of users**	**Method**
Power Platform Local Business Owner Team		Full-time employees	Method
Azure Active Directory B2B Guest Access		Automation	Method
Azure Active Directory Security Group Team		Corporate governance auditing team	Method

Correct Answer:

Methods		Answer Area	
Dataverse Application User		**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 6

A company is implementing Dynamics 365 Sales.

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

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

You review the system design and notice many asynchronous workflows.

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

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

NOTE: Each correct selection is worth one point.

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

B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.

C. Implement a business process flow to replace the existing workflows.

D. Convert the asynchronous workflows to a synchronous plug-in.

Correct Answer: AB

QUESTION 7

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.

Hot Area:

Requirement	Mechanism
Retrieve data representing fresh produce details.	Custom connector ▼ Basic form Data gateway Advanced form **Custom connector**
Expose the fresh produce details.	Portal Management app ▼ **Portal Management app** Customer Service Insights Microsoft Power Platform admin center Microsoft 365 Apps admin center

Correct Answer:

Requirement	Mechanism
Retrieve data representing fresh produce details.	Custom connector ▼
	Basic form
	Data gateway
	Advanced form
	Custom connector
Expose the fresh produce details.	Portal Management app ▼
	Portal Management app
	Customer Service Insights
	Microsoft Power Platform admin center
	Microsoft 365 Apps admin center

QUESTION 8

A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:

1.

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

2.

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

3.

 Route chats to customer service representatives based on skill and availability. You need to recommend a solution to the company.

Which three components should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Dynamics 365 Virtual Agents chatbots

B. Customer self-service portal

C. Dynamics 365 Field Service

D. Business process flows

E. Omnichannel for Customer Service

Correct Answer: BDE

B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.

Incorrect Answers:

A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.

C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

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QUESTION 9

You are assessing the capabilities of a project for a customer in the education sector. The solution must meet the following requirements:

1.

Include curriculum and student management capabilities.

2.

Conform to on-going Microsoft platform upgrades.

3.

Minimize custom coding and configuration. You need to recommend a solution.

What should you recommend?

A. Microsoft Power Platform admin center

B. Microsoft 365 admin center

C. Power Apps portal

D. AppSource

Correct Answer: C

Key capabilities of Power Apps portals include:

Quickly build secure, functional websites to interact with Dataverse with no coding required. Track customer interactions across all channels and view them in a custom Power Apps or a Dynamics 365 app.

Note: Power Apps portals capabilities

Power Apps portals are built on top of Dataverse. This architecture comes with a major benefit. All the differentiating features of Dataverse are the features of Power Apps portals as well, including:

1.

Centralized administration, management, and monitoring

2.

Rich metadata and Common Data Model

3.

Comprehensive security and audit

4.

Declarative forms and views

5.

Business logic, validation, and process automation

6.

Dataverse extensibility and integration with other services

Power Apps portals deliver a complete content management system out of the box, with all content stored in Dataverse. As a result, content can be edited through the Power Apps portals Studio and also directly by using the Portal Management app. Reference: https://learn.microsoft.com/en-us/training/modules/intro-portals/1-introduction

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QUESTION 10

DRAG DROP

You are designing data loss policies for a Microsoft Power Platform implementation.

You have the following requirements:

1.

Solutions that use the HTTP connector must not include any other connectors.

2.

Prevent the use of the Microsoft Forms connector.

3.

Allow the use of the Azure DevOps connector.

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

To which data policy group should you assign the connector? To answer, drag the appropriate setting to the correct drop targets. Each source may be used once, more than once, or not at all. You may need to drag the split bar between

panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Data policy groups	Connector	Data policy group
Business	HTTP connector	
Non-business	Azure DevOps connector	
Blocked	Microsoft Forms connector	

Correct Answer:

Answer Area

Data policy groups	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

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QUESTION 11

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

Correct Answer: A

Explanation:

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

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

Power Automate is a service that you can use to automate repetitive tasks to bring efficiencies to any organizations. You can create cloud flows, desktop flows, or business process flows.

Reference:

https://learn.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem

https://learn.microsoft.com/en-us/power-automate/flow-types

QUESTION 12

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.
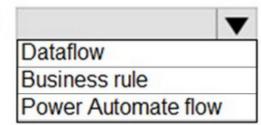
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

Requirement	Component

Initiate the creation of re-inspection orders.

▼
Dataflow
Business rule
Power Automate flow

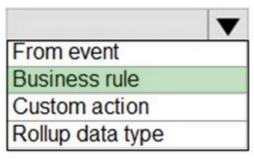**Automatically set overall inspection ratings based on the checklist ratings.**

▼
From event
Business rule
Custom action
Rollup data type

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:

1.

Set column values

2.

Clear column values

3.

Set column requirement levels

4.

Show or hide columns

5.

Enable or disable columns

6.

Validate data and show error messages

7.

Create business recommendations based on business intelligence.

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

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QUESTION 13

DRAG DROP

You are performing a requirements analysis for a customer.

The customer provides the following requirements:

1.

Power Platform storage capacity must remain under 100 percent.

2.

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

3.

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

4.

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.

Select and Place:

Answer Area

Requirement types	Requirement	Requirement type
	Microsoft Power Platform storage capacity must remain under 100 percent.	
Functional	Customer Service representatives must be sent an email when they are assigned a case.	
Non-functional	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.	

Correct Answer:

Answer Area

Requirement types	Requirement	Requirement type
	Microsoft Power Platform storage capacity must remain under 100 percent.	Non-functional
Functional	Customer Service representatives must be sent an email when they are assigned a case.	Functional
Non-functional	Help desk technicians must be shown an error message when they try to delete a task row.	Functional
	The plug-in pass rate must remain over 99 percent for the production environment.	Non-functional

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 Reference:

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

QUESTION 14

HOTSPOT

An organization is optimizing its Microsoft Power Platform solution architecture.

The optimization needs to address the following:

1.

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

2.

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

3.

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.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

Requirement	Design

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

	▼
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.	

Box 1: For each activity..

Cascade None: Do nothing

Note:

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

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

Box 2: Create Power BI reports using the Microsoft Dataverse connector

Use the Dataverse connector in DirectQuery mode: Connects directly to the data in Dataverse. Use this mode for real-time data retrieval.

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 15

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

Correct Answer: AC

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/

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