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**Microsoft**

**PL-600**

*Microsoft Power Platform Solution Architect*



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## Question: 90

Topic 3, Fabrikam, inc.

### 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

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. 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.

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.

Answer Area

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

Answer:  
Answer Area

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

Explanation:

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).



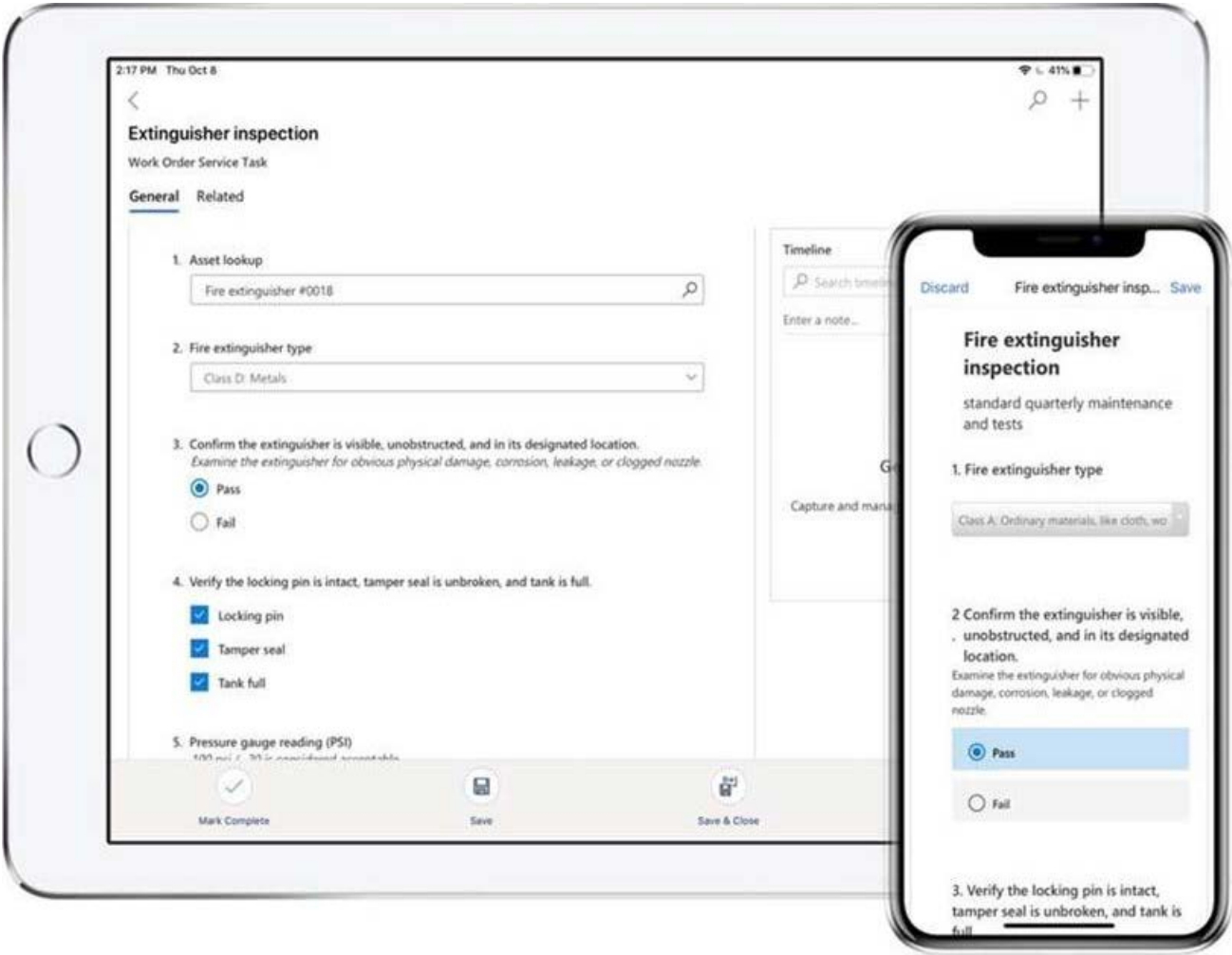
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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:



Question: 91

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:** B,C

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.

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:** 92

**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.



## Answer Area

Types	Requirement	Type
<input type="text" value="Functional"/>	Customers need the ability to submit a case through an online portal.	<input type="text"/>
<input type="text" value="Non-functional"/>	Portal must handle 75 current users submitting cases.	<input type="text"/>
	Service data must be retained for at least six years.	<input type="text"/>

Answer:

## Answer Area

Types	Requirement	Type
<input type="text" value="Functional"/>	Customers need the ability to submit a case through an online portal.	<input type="text" value="Functional"/>
<input type="text" value="Non-functional"/>	Portal must handle 75 current users submitting cases.	<input type="text" value="Non-functional"/>
	Service data must be retained for at least six years.	<input type="text" value="Non-functional"/>

Explanation:

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: 93

#### 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

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 Area

**Answer:**  
**Actions**

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 Area**

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: 94**

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 C Data is securely stored so that users can see it only if you grant them access. Role-based 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: 95

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:

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

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

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

Incorrect Answers:

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

locations.

C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search.

Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

### Question: 96

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 B
- E. Share Power BI dashboards only with users who are supported to see this data.

**Answer:** AB

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: 97

#### 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.

**Answer Area**

Requirement	Technology option
Save captured images in an appropriate location.	<div><div></div><div>Business process flow</div><div>Desktop flow</div><div>Instant cloud flow</div><div>Automated cloud flow</div></div>
Analyze saved images by using an image recognition process.	<div><div></div><div>Instant cloud flow and AI Builder</div><div>Automated cloud flow and AI Builder</div><div>Desktop flow and AI Builder</div></div>
Display data in real-time dashboards.	<div><div></div><div>Dynamics 365 interactive experience dashboard</div><div>Model-driven app dashboard with native graphs</div><div>Model-driven app dashboard with Power BI</div></div>

**Answer:**

## Answer Area

Requirement	Technology option
Save captured images in an appropriate location.	<div><div>▼</div><div>Business process flow</div><div>Desktop flow</div><div>Instant cloud flow</div><div>Automated cloud flow</div></div>
Analyze saved images by using an image recognition process.	<div><div>▼</div><div>Instant cloud flow and AI Builder</div><div>Automated cloud flow and AI Builder</div><div>Desktop flow and AI Builder</div></div>
Display data in real-time dashboards.	<div><div>▼</div><div>Dynamics 365 interactive experience dashboard</div><div>Model-driven app dashboard with native graphs</div><div>Model-driven app dashboard with Power BI</div></div>

Explanation:

Box 1: Automated cloud flow.

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

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

Incorrect Answers:

- Business process flows provide a guide for people to get work done.
- Desktop flows are used to automate tasks on the Web or the desktop.
- Instant flows: Start an automation with a click of a button. Wide range of tasks such as requesting an approval, an action in Teams or SharePoint.

Box 2: Desktop flow and AI Builder

Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

Box 3: Model-driven app dashboard with Power BI

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



Reference:

<https://docs.microsoft.com/en-us/power-automate/flow-types>

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

### Question: 98

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:** BD

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.

Incorrect Answers:

A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.

Reference:

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

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

Question: 99

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.

Answer Area

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

Answer:

# Answer Area

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

Explanation:

Box 1: Choice

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

Incorrect Answers:

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

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: 100

## Question Set 1

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. Common Data Service 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-integration/dual-write-link-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:** 101

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>



# SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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