Question #1 *Topic 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. Dataverse connector

Suggested Answer: *ADE*
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 Dataverse connector enables calling Custom APIs actions in Power Automate.
E: Dataverse provides access to the environment database on the Microsoft Dataverse 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 https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api

Community vote distribution
BDE (100%)

TheLadyB Highly Voted 3 years, 8 months ago
I would say BDE instead of ADE.
In the documentation of Dual Write it says: business applications from Microsoft. Being the key word Microsoft, and here we have a third-party application, so we will need the appropiate connectors to its data (and if there aren't any in the market, then we have to build them via a Custom one)
upvoted 45 times

aelsm 3 years, 2 months ago
Dual write is only for integration to D365FO, which is not 3rd party
upvoted 14 times

NoNameBrand Highly Voted 3 years, 5 months ago
BDE
"Power Apps app and a third-party application"
Steps that make sense
1) Custom connector to read/write to the 3rd party app Data
2) Power Automate cloud flow to execute the automation
3) CDS Connector to read/write to the Power App Data

A) Does not contribute to the steps needed for this solution.
Additionally - Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and Operations apps. (Not 3rd party apps)
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/dual-write/dual-write-overview

upvoted 20 times

WASSIM2020 Most Recent 1 week ago

Selected Answer: BDE

the right answer is BDE

upvoted 1 times

achyutbabu 1 month ago

Selected Answer: BDE

for third party solutions we can use custom connector to integrate. Power Automate to do CRUD operations. Dataverse connector to update power apps data

upvoted 1 times

cengs 3 months, 1 week ago

To achieve the goal of integrating the Power Apps app and the third-party application, the following options can be used:

A. Custom Connector: A custom connector in Power Apps can be used to connect to the third-party application's API and enable the integration between the two apps.

D. Power Automate cloud flow: Power Automate cloud flow can be used to automate the process of creating a lead in the Power Apps app when a user creates a lead in the third-party application, and updating leads in the Power Apps app when a user updates a lead in the third-party application.

E. Dataverse connector: The Power Apps app can be integrated with the third-party application by using the Dataverse connector, which enables the two apps to exchange data. This will allow the management of all leads through the Power Apps app.

These options together can provide a comprehensive solution to meet the client's requirements of integrating the two separate apps for managing sales leads.

upvoted 1 times

javiercheke 5 months, 1 week ago

Selected Answer: BDE

Bde its better

upvoted 1 times

495aba7 5 months, 4 weeks ago

BDE are the correct answers

upvoted 1 times

Aero_1898 8 months, 4 weeks ago

Has anyone renewed PL-600 if yes please reply on this i need some help

upvoted 1 times

Majcher 1 year, 4 months ago

Selected Answer: BDE

BDE, as Dual Write is dedicated for D365FO.

upvoted 1 times

DavidELong 2 years, 4 months ago

Selected Answer: BDE

Need to create a custom connector that uses the exposed API

upvoted 1 times

sivsrinivas 2 years, 8 months ago

The question is around the third party app: Data flow & Odata connects ISV solutions, We need customAPI if the connector is not meeting the need, We need P.Automate flow to manage BPF. CDS is used only when you are connecting CDM DB with Canvas. Your BPF is running in CDS env, our ISV is running outside, you are connecting using Dflow/Odata or Custom API. This is what makes sense to me. Other answers are just to distract you

upvoted 1 times

PDLR 2 years, 9 months ago

BDE is the correct choice.

A: Dual write is not appropriate in this use case.

" Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and

Operations apps."

It's clearly needed a Custom connector not a Finance and Ops connector which is needed here.

upvoted 1 times

Fyrus 2 years, 9 months ago

Selected Answer: BDE

Custom Connector should be used. You can create an API with Azure functions for example and then go back to your Power Platform and create the Custom Connector

upvoted 2 times

PPDude 2 years, 9 months ago

Selected Answer: BDE

This is correct.

upvoted 3 times

giogo 2 years, 10 months ago

Selected Answer: BDE

custom connector for third-party app

upvoted 2 times

John_Pedro 2 years, 11 months ago

I say BDE. Dual-Write can only be used for integrating Dataverse into FO. As quoted from the official documentation:

"Dual-write is an out-of-box infrastructure that provides near-real-time interaction between customer engagement apps and Finance and Operations apps."

See the link:

https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/data-entities/dual-write/dual-write-overview

upvoted 2 times

MohamedVaga 3 years ago

BDE is the correct answer :

The dual-write is used when you want connect Dynamics CE with F&O app.

The dataflows is an ETL, it can't be used in this case

upvoted 1 times

Question #2 Topic 1

DRAG DROP -

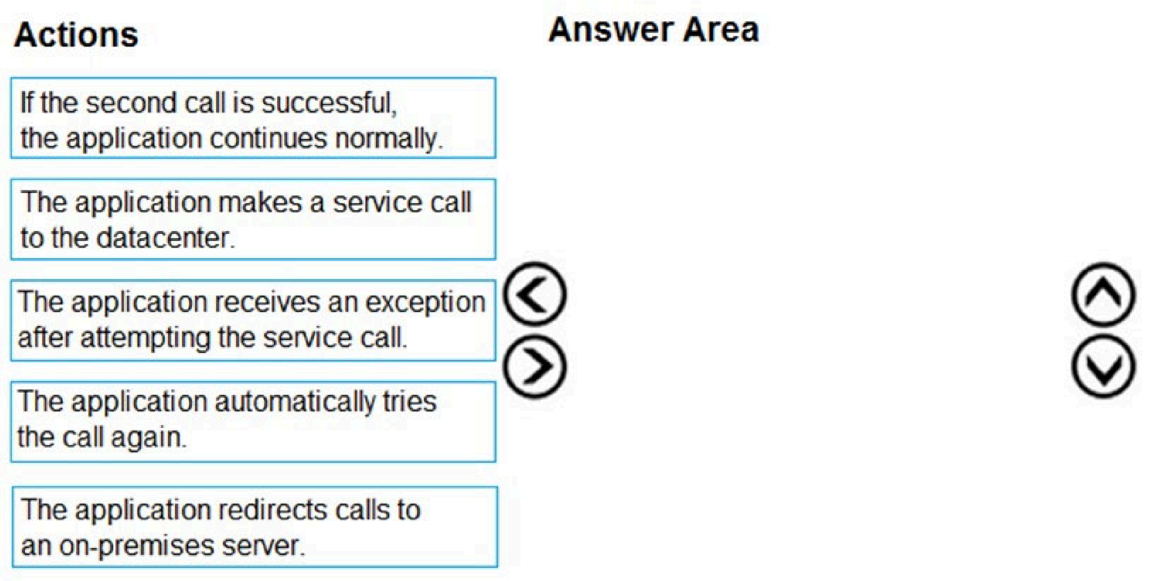
You are designing a business continuity strategy for a client who has a Microsoft Power Platform solution.

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

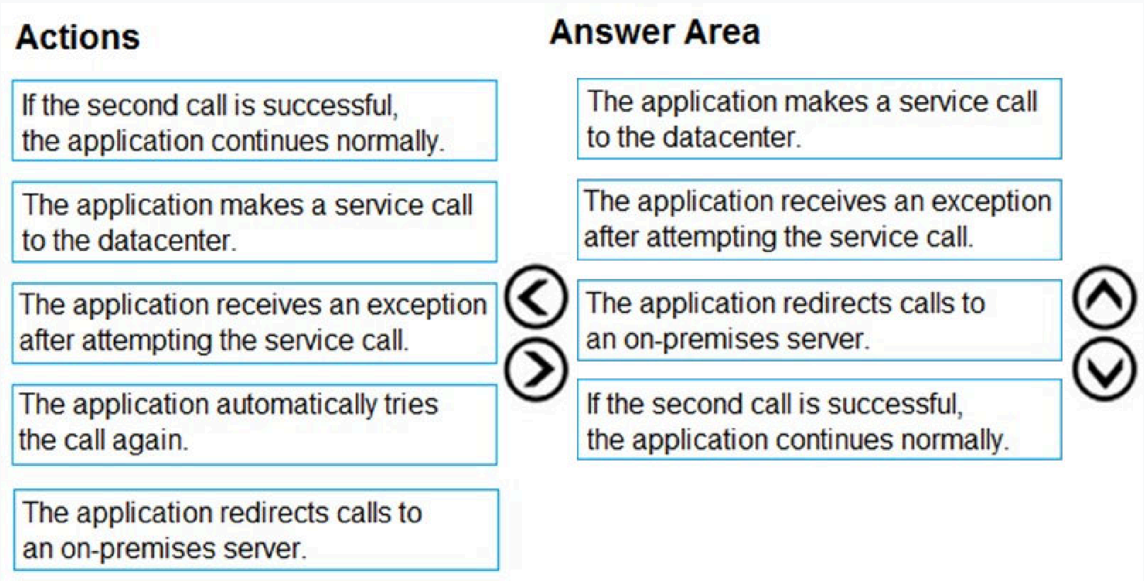
You need to document the retry process for the stakeholders.

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.

Select and Place:



Suggested Answer:



Icky Highly Voted 2 years, 7 months ago

I disagree. You wouldn't redirect to anywhere unless 4 failed and this question doesn't imply that it does. This was also on the MB-600 and the answer didn't include the on-premise. Not sure why you would. I'm going with. 2), 3), 4), 1)

upvoted 36 times

CRMBug Highly Voted 2 years, 1 month ago

2.The Applications makes a service call

3. The application receives an exception

4. The app automatically receives a call again

1. If second call is successful then app continues normally

upvoted 13 times

nqthien041292 Most Recent 5 months, 2 weeks ago

The application makes a service call to the datacenter.
If the application receives an exception after attempting the service call:
The application automatically tries the call again.
If the second call fails, the application redirects calls to an on-premises server.
upvoted 1 times

MajorUrs 1 year, 8 months ago
Though on-premises system is not mentioned in description, I believe the answer is correct from solution design perspective. Since it is stated "any data loss creates a high risk", failed request to the cloud would not necessary be successful on a re-try. Hence, saving data to some on-premises system in these rare cases does make sense
upvoted 3 times

kiranshegde 2 years, 1 month ago
2-3-4-1 is the correct answer
upvoted 3 times

Muzera 2 years, 1 month ago
For me its 2-3-4-1
upvoted 2 times

AlRe 2 years, 3 months ago
I agree with the proposed answer. Since the context is business continuity a (backup) on-premises data center makes sense.
upvoted 1 times

ydizdar 2 years ago
But it's asking for a retry scenario not a fallback one.
upvoted 1 times

DavidELong 2 years, 4 months ago
redirecting to on-premises increases Business Continuity Risk. Best real-world answer is 2-3-4-1
upvoted 3 times

vignesh989 2 years, 5 months ago
I agree with Icky, there is no mention of a on-premises backup system.
Answer should be, 2-3-4-1
upvoted 6 times

ettie54f_p929n 2 years, 8 months ago
Correct
upvoted 2 times

MP270915 2 years, 6 months ago
what did you mean is correct?
upvoted 1 times

iamdelta4 1 year, 1 month ago
LOL. I think he means 2-3-4-1 is correct.
upvoted 1 times

Question #3 Topic 1

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

Suggested Answer: *D*
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 ג€" 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

Community vote distribution
D (100%)

N8n0z Highly Voted 3 years, 7 months ago
If using using team previleges it will be easier to configure users. Just adding new ones to the team and they will get the team roles. Instead of adding the users and configuring security for each user.
upvoted 13 times

Fyrus Highly Voted 3 months, 1 week ago
Selected Answer: D
• Hierarchy security: You give access based on the role (like managers, C-Level, etc).
• Field-level: Some fields will be hidden for the user. it's used for sensitive data
• User access management: You crate security roles and then give them to users. it's the most common way to work but with a lot of users coming and going it's easier to work with
• Team privileges: It's useful not only to permissions but even to make another kind of work like setting a team as the owner of a record. If your organization is big enough you should you teams anyway...
upvoted 6 times

webga Most Recent 2 weeks, 2 days ago
• Hierarchy security: You give access based on the role (like managers, C-Level, etc).
• Field-level: Some fields will be hidden for the user. it's used for sensitive data
• User access management: You crate security roles and then give them to users. it's the most common way to work but with a lot of users coming and going it's easier to work with
• Team privileges: It's useful not only to permissions but even to make another kind of work like setting a team as the owner of a record. If your organization is big enough you should you teams anyway...
Correct. It's all I ever use : https://docs.google.com/document/d/15AgfSOKqg-51pM8O9zp08DHXIrLIXw6Ir4ae_m0WkTY
upvoted 1 times

Damnserious 2 months, 2 weeks ago
Selected Answer: D
Correct Answer

upvoted 1 times

LnP 1 year, 3 months ago

D is the correct answer.

upvoted 1 times

Parth91 1 year, 7 months ago

D is the correct answer.

upvoted 2 times

Icky 2 years, 7 months ago

Selected Answer: D

Agree with D, Team Privs

upvoted 4 times

originalwitness 2 years, 7 months ago

Selected Answer: D

Correct. It's all I ever use when developing anyways.

upvoted 1 times

giogo 2 years, 10 months ago

Selected Answer: D

correct

upvoted 2 times

bilal69 3 years ago

correct

upvoted 2 times

ctmar 3 years, 8 months ago

"facilitate complex security profiles to entities" Facilitate? What does that mean, technically?

upvoted 1 times

Question #4 *Topic 1*

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.

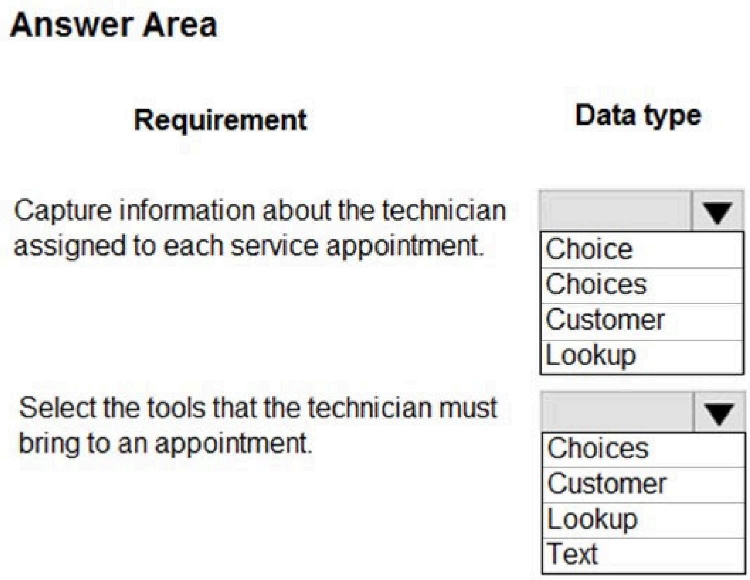
The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

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

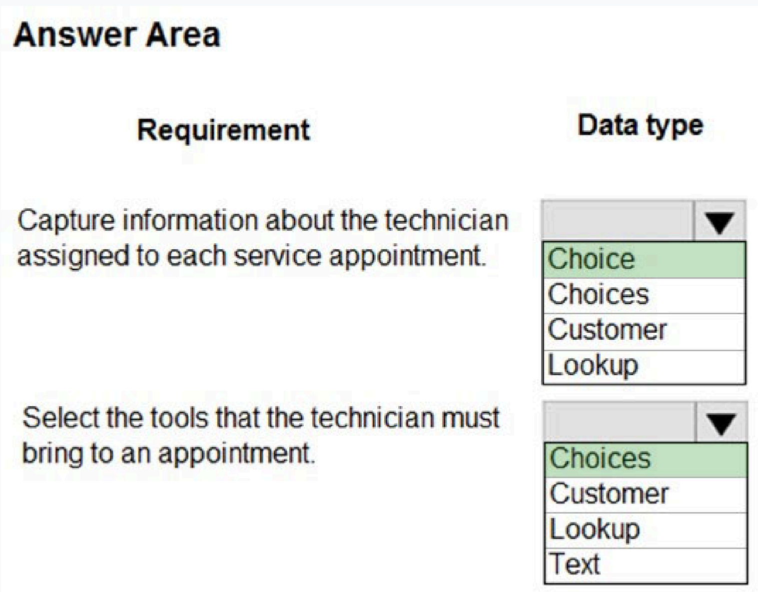
Which data type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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

ZVV Highly Voted 3 years, 7 months ago
Lookup, Choices
upvoted 100 times

[Removed] Highly Voted 3 years, 6 months ago
Lookup, Choices for sure. Otherwise you would have to essentially hard code the list of technicians into the choice list.
upvoted 12 times

wsjones Most Recent 6 months, 2 weeks ago
ChatGPT agrees with this answer. Look up and choices! Character AI suggested Text. ???
upvoted 3 times

Manisco 11 months, 3 weeks ago
One technician row - Lookup.

N tools options - Choices
upvoted 1 times

MEG_Florida 1 year, 5 months ago
Look Up and Choices. No way would anyone create a Choice that lists every single Technician. Plus it says capture details about the ones chose, which is done via a lookup. a Choice, wouldn't be a "technician" it would simply be an id value and text value which means nothing
upvoted 2 times

EmpellorCRM 1 year, 6 months ago
Lookup, Choice. Lookup for user, as the technician must be user. There is no Choices data type, Choice for the type, configured for multiselect.
upvoted 2 times

Parth91 1 year, 7 months ago
Lookup and Choices are the correct one.
upvoted 1 times

poweruser06 1 year, 9 months ago
Lookup, choices
upvoted 1 times

Muzera 2 years, 1 month ago
Lookup, Choices
upvoted 1 times

Maarten76 2 years, 5 months ago
1. Lookup 2. Choices (the tools could also be stored in a table of tools instead of an optionset, but then you'd need a many-to-many relationship, which was not in the answers list).
upvoted 3 times

Icky 2 years, 7 months ago
Resource Types in FS are lookups to tables and are not choices. The answer is Lookup, Choices
upvoted 4 times

alainle 2 years, 8 months ago
Lookup,Choices
upvoted 1 times

sivsrinivas 2 years, 8 months ago
Everyone is talking in general terms here. You have to get more specific in customer service applications. In CS in D365, you have list of technicians available on the board with the required skill sets, and the dispatcher picks only one technician. Dispatcher makes one choice based on several factors (as per question: one techie). So, the choice is the right answer. You never lookup in CS app. Def. Choices: coz dispatcher/technician goes with varieties of tools depending on the issue both inventory and non-inventory items that aid the operation.
upvoted 4 times

uberlord 2 months, 3 weeks ago

no where does it state were using d365 cs, its just a power platform solution, could be a canvas app, lookup is correct

upvoted 1 times

Fyrus 2 years, 9 months ago

One technician row: Lookup

N tools options: Choices

upvoted 2 times

giogo 2 years, 10 months ago

1. LookUp

2- Choices

upvoted 1 times

MohamedVaga 3 years ago

Correct answer : Lookup / Choices

upvoted 2 times

ArezouDynamics 3 years, 1 month ago

The correct answer is Lookup and Choices

Reason for Tools as choices is because You might want to choose multiple tools and Choices are built for this type of needs.

upvoted 4 times

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.

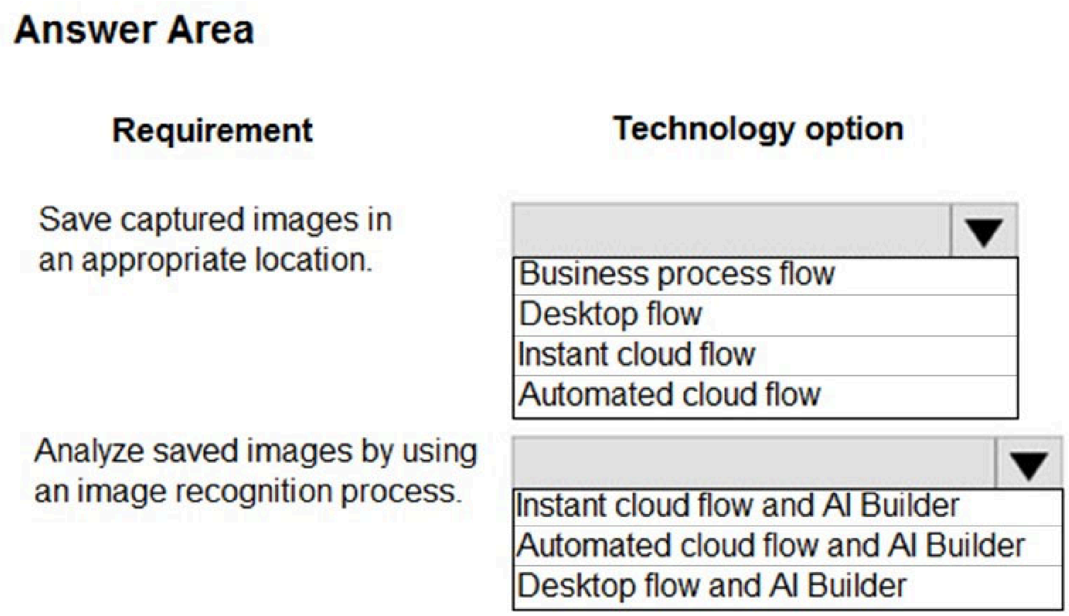
✑ Display data in real-time dashboards.

You need to recommend the correct technology for the requirements.

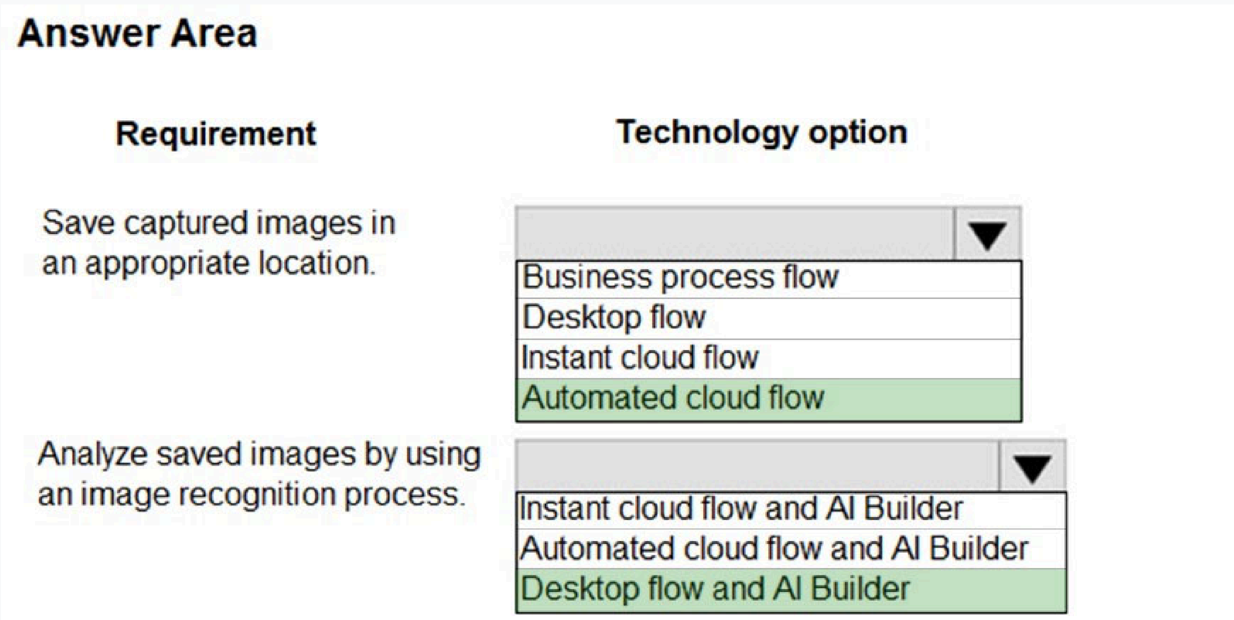
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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.
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

mister_exam Highly Voted 1 year, 9 months ago
I'd say Automated Cloud Flow + Automated Cloud Flow and AI Builder.

The first question is weird. Why move images from A to B when you can directly upload them to a SharePoint location or to a server with a gateway that uses the FileSystem connector?

For the second question, I'd say automated + AI builder like ClairFraser does. When a file gets uploaded...
upvoted 47 times

Newb007 1 year, 1 month ago
for first one...how would you automate saving picture from a camera to sharepoint? needs to be desktop I think... is the camera connected to internet?
upvoted 2 times

Odidepse 1 year, 7 months ago
Agree. It cannot be desktop flow for the first one, there is no available action to automate captured images except move files, question is 'automate' image capture you can do this only via automated cloud flow via triggered action. The best you can do with a desktop is schedule an unattended flow which is still done through automated cloud flow which is efing expensive (unattended add-on).
upvoted 2 times

ClairFraser Highly Voted 1 year, 10 months ago
1 - Desktop flow - repeat the upload manually
2 - Automated flow - when a new image uploads...
upvoted 30 times

99e5f90 Most Recent 2 months, 3 weeks ago
Isn't OCR only for Power Automate Desktop?
upvoted 1 times

nqthien041292 3 months ago
1 - Desktop flow - Upload should be on local computer
2 - Automated flow
upvoted 1 times

wrajer 5 months, 4 weeks ago
I agree that the first one is Desktop,but the second would go with a Cloud Flow - ex. the data is already in the SharePoint library, those are analyzed using AI (Cloud Computing) the output data MUST be visible in the dashboard in real-time
upvoted 1 times

Bhaveshbarot22 7 months, 1 week ago
If we are referring all automated process, I believe 1. Automated Cloud flow & Automated Cloud flow with AI Builder is correct answer.
upvoted 1 times

MEG_Florida 12 months ago
Desktop flow: It didnt say that the flow would "capture" the picture. It says we need to automate the process. A big part of the process is uploading copies of the image, which can easily be done with a desktop flow

Automated Cloud / AI: once the file is uploaded this can be automated and complete the rest of the requiment
upvoted 2 times

MEG_Florida 12 months ago
Yes, for this I would use Desktop and then Automated + AI. The issue here is a person will connect their camera (assuming) to their computer. They would then be able to run the local desktop flow that would then copy the files to SharePoint online in binary format. There is no way to run a cloud flow against your computer unless it is calling a desktop flow. So Automated Cloud flow would not work for the first one.

upvoted 2 times

alejoRZ96 1 year ago

I'd say Automated cloud flow because you can use i.e.: File system connector to identify new files in a specific folder and move it, if it's applicable. Then, the next answer is Automated cloud flow and AI builder

upvoted 2 times

BrahderLau 1 year, 3 months ago

Honestly, this question need to explain more details about the "shared drive"
Assuming that a shared drive refers to SharePoint Online,
I would still go for:
1 - Automated cloud flow (using "When an HTTP requested is received" trigger from cameras) despite that as of 25 March 2023, there is a bunch of preview actions in PA Desktop for SharePoint Online/2013/2016 using On-Premises Data Gateway which works similar in PA Cloud
2 - Automated cloud flow and AI Builder

I would go for

upvoted 2 times

RichXP 1 year, 5 months ago

ChatGPT chose automated cloud flow and Instant cloud flow and AI builder :-)

I would recommend using an automated cloud flow for saving captured images in an appropriate location. This option allows for automatic and real-time storage of images in the cloud, which provides easy access and reliability. Additionally, using the cloud allows for scalability and flexibility in case the organization needs to expand its image storage capacity in the future. Business process flow, desktop flow, and instant cloud flow would not be suitable for this requirement as they lack the automation and real-time capabilities that an automated cloud flow offers.

upvoted 1 times

rayista 1 year, 6 months ago

I would say:
1/ Automated Cloud flow.
2/ Instant Cloud flow. This one because from the first one you can directly do a call to a second flow.

upvoted 1 times

Muzera 1 year, 7 months ago

It's a complicated question, because we don't have very details. But let's think:

"Staff upload the images manually to a shared drive and then analyze the images"

So we need a desktop flow to automate the upload of files for a appropriated location, probably not desktop, so any service online (like sharepoint, onedrive...)

After upload, we have the files in a online storage, so we can analyze it with an automated cloud flow + AI Builder.

For me is: 1) Desktop flow - 2) Automated Cloud Flow + AI Builder

upvoted 15 times

EuMesmo 1 year, 8 months ago

"Staff upload the images manually to a shared drive and then analyze the images"
As the images need to be uploaded and analyzed in a shared drive, it has to be desktop flow for both

I would says:
desktop flow
desktop flow + AI Builder

upvoted 3 times

Question #6 *Topic 1*

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

Suggested Answer: *B*
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

Community vote distribution
B (100%)

N8n0z Highly Voted 2 years, 1 month ago
Correct
upvoted 15 times

Parth91 Most Recent 1 month, 3 weeks ago
Selected Answer: B
PCF is the right answer.
upvoted 2 times

Muzera 7 months, 4 weeks ago
Selected Answer: B
PCF Absolutely
upvoted 3 times

CinthiaN 8 months, 1 week ago
Selected Answer: B
correct
upvoted 1 times

Icky 1 year ago
Selected Answer: B
B is correct
upvoted 1 times

Fyrus 1 year, 3 months ago
Selected Answer: B
Correct: https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview
upvoted 4 times

Ravindarreddy 1 year, 4 months ago
Correct Answer : Power Apps Component Framework
upvoted 2 times

giogo 1 year, 4 months ago
Selected Answer: B
correct
upvoted 1 times

tkstagramg 1 year, 11 months ago

exactory

upvoted 1 times

Hassane 2 years ago

I agree.

upvoted 1 times

Question #7 | *Topic 1*

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

Suggested 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

Community vote distribution
ABE (84%) BDE (16%)

N8n0z Highly Voted 2 years, 7 months ago
ABE instead? Don't see why would BPF be an answer. Case review could be done at portal level if the current staus is surfaced there or something. And Chatbots definitely need to be in the answer.
upvoted 60 times

NoNameBrand Highly Voted 2 years, 5 months ago
B > A > E

Breaking down each requirement

1) Provide customers with an online portal where they can submit and review cases.
B. Customer self-service portal

2) Ensure that customers can chat online with a customer service representative at any time.
A. Dynamics 365 Virtual Agents chatbots
"With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually."
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

3) Route chats to customer service representatives based on skill and availability.
E. Omnichannel for Customer Service
"In the customer service center, your agents have different skillsets and abilities."
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-skill-work-distribution
upvoted 41 times

asmae Most Recent 5 days, 15 hours ago
Selected Answer: ABE
for sure
upvoted 1 times

gondolauk 1 month, 4 weeks ago
BDE. A only provides chat bot, Omnichannel provides chat service for real agent.
upvoted 2 times

dlnuser 5 months, 3 weeks ago
Selected Answer: ABE
BPF not related to what is asking
upvoted 2 times

BrahderLau 9 months, 2 weeks ago
Selected Answer: ABE
I would go for the answer with the sequence of B > A > E

Refer to the MS documentation here: https://learn.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel#connect-your-bot-to-omnichannel-for-customer-service

Thanks to @NoNameBrand and @vignesh989
upvoted 1 times

waltXc 11 months, 2 weeks ago
ChatGPT says its A,B,E. Take that with a grain of salt.
upvoted 3 times

DM13a 11 months, 4 weeks ago
Selected Answer: BDE
With option E (Omnichannel), I see no reason for selecting A for this case. So considering rest the answer looks correct to me is:
B. Customer self-service portal Most VotedB
D. Business process flows
E. Omnichannel for Customer Service Most Voted
upvoted 1 times

dlnuser 11 months, 4 weeks ago
Selected Answer: ABE
ABE has to be correct.

B is obvious to fulfill the first requirement.
E is necessary to manage customer service chats and customer service agent skills (Field Service is not required for that, so the use of E means there's no need for C).

The only way that D should be viewed as necessary is that the company will likely need a BPF to manage incoming cases, but that is not related to the solution requirements expressed in the question... Personally, I agree that A should be used, because it insures that customers can talk to an agent (virtual or not) at any point in time (which is one of the requirements), and it can also trigger the routing component (but it could also be triggered automatically using unified routing rules in Omnichannel).
upvoted 1 times

Brooklyn_Itself 12 months ago
I think it's BCE but not for an obvious reason. There is no requirement for a chat bot, rather a requirement to route to agent based on skill and availability (a field service feature). If it wasn't for that requirement I would say virtual agent too... but again there is not a bot requirement.
upvoted 3 times

JOETIFF 7 months, 1 week ago
I would also choose BCE. A is also depricated - it is now PVA and I can't see how a ChatBot can route based on skill and availability unless using another app to consult. The service representativ leads me to Field Service.

upvoted 2 times

Muzera 1 year, 1 month ago

Selected Answer: ABE

ABE Probably

upvoted 1 times

CinthiaN 1 year, 2 months ago

Selected Answer: ABE

ABE make sense for me

upvoted 1 times

petertwilliams 1 year, 3 months ago

A,B,E

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

B: Customer self-service portal

2) "Route chats to customer service representatives based on skill and availability"

This implies there are chats, therefore

A: Dynamics 365 Virtual Agents chatbots

3) "Ensure that customers can chat online with a customer service representative at any time"

E: Omnichannel for Customer Service

This allows for direct communication with a service representative.

upvoted 1 times

mister_exam 1 year, 3 months ago

Definitly ABE.

upvoted 1 times

AlRe 1 year, 3 months ago

Selected Answer: BDE

I think B and E are obvious.

The question is why D rather than A. Well, there are 3 answers required and since C is obviously wrong my vote ist D. There has been never asked for any bot capabilities, hence A is wrong which leaves D as the third option.

upvoted 2 times

vignesh989 1 year, 5 months ago

Selected Answer: ABE

Regarding the discussion on Virtual Agents vs Omnichannel, Microsoft recommends using both for a seamless hand-off. So both A & E is required.

https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel

upvoted 4 times

radityoardi 1 year, 6 months ago

In real world scenario, either BDE, or ABD. Am confused why would one want both Virtual Agent and Omni channel at the same time.

upvoted 1 times

Question #8 *Topic 1*

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.

Suggested Answer: *AB*
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

Community vote distribution
CD (64%) AD (36%)

CDDT Highly Voted 3 years, 4 months ago
Goals: 1) avoid sensitive data from seen, 2) prevent export to Excel from Power BI datasets.
A. NO resolve 1) NO resolve 2) : I can see data different from D365 in Power BI if I don't limit by R-L-S!
B. NO resolve 1) NO resolve 2) : I can Export data from Power BI and I can see sensitive data from Power BI;
C. NO resolve 1) OK resolve 2): I'm not able to export data from Power BI (disable option from dataset) and D365 (test)
D. OK resolve 1) NO resolver 2)
So C and D
upvoted 38 times

BrettusMaximus 2 years, 5 months ago
C, D
C is the only option to disable Power BI
https://docs.microsoft.com/en-us/business-applications-release-notes/october18/intelligence-platform/power-bi-desktop/per-report-control-data-export
upvoted 6 times

Eskape Highly Voted 3 years, 3 months ago
I would say A and C
upvoted 17 times

8743423 Most Recent 1 week ago
Selected Answer: AD
A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
Explanation: Microsoft Dataverse is the underlying data platform for Dynamics 365, and it enforces security policies (such as row-level security) that can restrict access to sensitive data based on user roles. Using Dataverse restrictions in Power BI ensures that only authorized users can access the relevant data, maintaining consistency between Dynamics 365 Sales and Power BI.
D. Share Power BI dashboards only with users who are supported to see this data.
Explanation: Sharing Power BI dashboards only with users who have the appropriate permissions ensures that sensitive data is not inadvertently exposed to unauthorized individuals. This helps maintain the security model set in Dynamics 365 Sales by controlling access to the data at the Power BI level.
upvoted 1 times

RSITS 5 months, 1 week ago

I say A & C:

A: related with the "avoid sensitive data from being seen" condition. We can setup field level security so only the allowed users can see sensitive data.

C: related to the condition of ensure that no export is allowed as is configured previously. "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."

upvoted 1 times

amifar 12 months ago

Selected Answer: CD

I would say C and D.

upvoted 2 times

sabinsharma 1 year, 3 months ago

I agree it should be C and D

upvoted 2 times

Cloudz_1 1 year, 6 months ago

Selected Answer: CD

C and D

upvoted 3 times

Parth91 1 year, 7 months ago

Selected Answer: CD

C. Limiting the role and ensuring that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI can help ensure that data export is restricted to both tools. By restricting data export at both ends, it is possible to ensure that sensitive data is not leaked.

D. Sharing Power BI dashboards only with users who are authorized to see the data can help ensure that sensitive data is not leaked. By restricting access to Power BI dashboards, it is possible to ensure that only authorized users can view the data. This can also help ensure that unauthorized users do not have the ability to export data from Power BI.

upvoted 1 times

Parth91 1 year, 7 months ago

Selected Answer: CD

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.

By limiting the role in Dynamics 365 Sales and ensuring that exporting to Microsoft Excel is not allowed, sensitive data can be restricted from being exported to Power BI. Additionally, sharing Power BI dashboards only with users who are authorized to see the data can further ensure that sensitive data is not exposed. Using Microsoft Dataverse restrictions before setting up the Power BI reports can also help to limit access to sensitive data.

upvoted 2 times

Ninashnash 1 year, 8 months ago

Selected Answer: AD

A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
This option is recommended because Microsoft Dataverse, as a data platform for Dynamics 365, provides an additional layer of security and access control. By applying the appropriate Dataverse restrictions before setting up the Power BI reports, you can ensure that data in Power BI respects the same security roles and restrictions as in Dynamics 365 Sales.

D. Share Power BI dashboards only with users who are supported to see this data.
This option is recommended because it involves sharing Power BI dashboards only with users who are supposed to see the data, which helps maintain the same level of data access restrictions as in Dynamics 365 Sales. This ensures that sensitive data is only accessible to authorized users in Power BI, similar to the access control in Dynamics 365 Sales.

upvoted 4 times

Ninashnash 1 year, 8 months ago

Why not B and C?
B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.
This option is not recommended because it only focuses on limiting the role in Dynamics 365 Sales to data that can be exported to Microsoft Excel. Power BI can access and display data from Dynamics 365 Sales through various means, not just Excel exports. Limiting the role to data

that can be exported to Excel does not guarantee the same level of data protection in Power BI as in Dynamics 365 Sales.

C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.
This option is not recommended because it only focuses on limiting the exporting of data to Microsoft Excel, which is not sufficient to ensure the same data restrictions in Power BI as in Dynamics 365 Sales. Data can be accessed in Power BI through various other means, so limiting the role to not allow data exporting to Excel does not completely address the issue.
upvoted 3 times

EgyEng 1 year, 10 months ago
C & D
You can prevent data export form both security role and Power BI
https://community.powerbi.com/t5/Service/Disable-Data-Export-just-to-a-particular-report/m-p/556601
upvoted 1 times

waltXc 1 year, 11 months ago
ChatGPT says it's C and D :D , I don't know how right it is.
upvoted 1 times

DimpleG 1 year, 10 months ago
for me it suggests B and D
To ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales, I would recommend the following two actions:

B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel: This will restrict the data export in Dynamics 365 Sales itself, preventing users from exporting data to Microsoft Excel or other applications, and ensure that only the allowed data is accessed by the users.

D. Share Power BI dashboards only with users who are authorized to see this data: This will ensure that only authorized users can access and view the Power BI dashboards that contain Dynamics 365 Sales data. The sharing settings in Power BI can be used to limit access to the dashboards, and users can be added or removed based on their roles and responsibilities.

Therefore, the recommended actions are B and D.
upvoted 1 times

dlnuser 1 year, 11 months ago
CD should be correct.

A is not necessary because access to the Dataverse database is already regulated by the same security roles as the ones in Dynamics 365. Presumably, if RLS is necessary to hide sensitive data, this should also have already been configured--the question does specify that our only task is to replicate the restriction in Power BI, and if the Dataverse dataset is already properly secured, it will still be secured when used for Power BI visualizations.
B is already done as per the question.

C is necessary to restrict data export in Power BI. People can export data from Power BI reports if it's not also restricted in Power BI, and this is not already done as the question only mentions D365 security being set up.
upvoted 1 times

rayista 2 years ago
Selected Answer: CD
For me are also CD
upvoted 1 times

petertwilliams 2 years, 3 months ago
Selected Answer: AD
The question states the roles have already been configured and the intent is to make Power BI respect the same behaviour; therefore B & C are ruled out. Also, roles don't provide ability to restrict export of data to Excel in Power BI.
upvoted 1 times

MP270915 2 years, 6 months ago
Selected Answer: CD
C and D
upvoted 3 times

Icky 2 years, 7 months ago

Selected Answer: AD

B is out. The security role to restrict data export has already been set. A and D

upvoted 1 times

Question #9 Topic 1

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.

Select and Place:

Answer Area

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

Suggested Answer:

Answer Area

Types	Requirement	Type
Functional	Customers need the ability to submit a case through an online portal.	Functional
Non-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

CRMBug Highly Voted 1 year, 7 months ago

Functional

Non Functional

Non Functional

upvoted 27 times

Jnicosia Most Recent 5 months, 3 weeks ago

F

NF

NF

upvoted 2 times

JP_AA 7 months, 2 weeks ago

Correct

upvoted 1 times

MarkSchouten 1 year, 6 months ago

The third one might be debatable... if it's a legal requirement, then it's non-functional, but if it's for the customers to see the service history for the past 6 years, then it's functional.

upvoted 3 times

Muzera 1 year, 7 months ago

Functional in all for me.

Customers can send a case through customer service portal

Customer service portal can handle 75 current users sending cases

The data can be retained for at least six years in dataverse

upvoted 1 times

Muzera 1 year, 7 months ago

Sorry, forget my comment. I read wrong the question

upvoted 6 times

Cyriharsh 1 year, 8 months ago

This is correct.

upvoted 2 times

brukeye 1 year, 10 months ago

correct

upvoted 4 times

Question #10 *Topic 1*

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

Suggested Answer: *BD*
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

Community vote distribution
BC (85%) Other

NoNameBrand Highly Voted 1 year, 11 months ago
B & C

B - "You can now connect to your Oracle Database from PowerApps, Flow and Logic Apps."
https://powerapps.microsoft.com/en-us/blog/connecting-to-oracle-database-from-powerapps-flow-and-logic-apps/

C - "Server-Side Synchronization or Email Router. When you select this option, the server-side synchronization or Email Router will process email messages directly from the user's or queue's inbox"
https://docs.microsoft.com/en-us/power-platform/admin/set-incoming-outgoing-email-synchronization
upvoted 53 times

N8n0z Highly Voted 2 years, 1 month ago
BC I think. I see support tickets as Cases and created from email through case creation rules and not really requiring Customer Voice
upvoted 13 times

Parth91 Most Recent 1 month, 3 weeks ago
Selected Answer: BC
B. Microsoft Dataverse and C. server-side synchronization should be recommended.

Explanation:
A. Power Virtual Agents is not necessary for this scenario as it is used for building chatbots and conversational AI.
B. Microsoft Dataverse (formerly known as Common Data Service) is a low-code data platform that can be used to create custom data entities, forms, and workflows. It can be used to log and assign support issues and synchronize accounts with the parent company Oracle database.
C. Server-side synchronization enables the synchronization of email, contacts, tasks, and appointments between Exchange Server and Microsoft

Dataverse. This can be used to log and assign support issues that come in by email.

D. Microsoft Customer Voice is a feedback management tool and is not necessary for this scenario.

upvoted 3 times

Muzera 7 months, 4 weeks ago

B & C

Microsoft Customer Voice can generate reports about the customer feedback easily, but it not achieve the complete solution.

We need server-side synchronization or email router to send the emails, and need dataverse connector to synchronize with oracle database

upvoted 1 times

ChinhP 8 months, 2 weeks ago

Should be B and C

upvoted 1 times

NataliWinOn365 8 months, 3 weeks ago

Selected Answer: CD

I think without Dynamics Customer Voice there is no possibility to achieve :

✑ Reports must be sent to the executives on a weekly basis.

However, I don't know how to get ✑ Accounts must synchronize with the parent company Oracle database.

upvoted 1 times

dlnuser 5 months, 3 weeks ago

Customer Voice is the survey tool... It does not send reports apart from survey reports. There is no reason that D should be required to fulfill the solution requirements.

upvoted 3 times

sfeucht 8 months, 3 weeks ago

Selected Answer: BC

clearly B and C

upvoted 1 times

AlRe 10 months ago

Selected Answer: BD

A does not make sense. C neither since SSS refers to Exchange which is not involved here.

upvoted 1 times

Vin22CRM 10 months, 3 weeks ago

I will also choose B & C

upvoted 1 times

brianrxu 11 months, 3 weeks ago

I prefer C & D

"The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse".

Means once I picked CV, I will have Dataverse to save data.

And C is the only way to do the sync.

upvoted 1 times

Icky 1 year ago

Selected Answer: BC

Agree, B&C. D does not fit into the requirements at all

upvoted 3 times

bingomutant 1 year, 1 month ago

Yeah B and C - A and D both refer to voice I dont see what voice has to do with anything here

upvoted 1 times

Fyrus 1 year, 3 months ago

Selected Answer: BC

Any CRM Model can do the trick. you don't need Customer Voice to automatically create cases or any record on CRM, just need to configure a queue and allow the mailbox.

upvoted 2 times

LostArc 1 year, 4 months ago

This question was there on 20/Feb/2022.
upvoted 1 times

Vin22CRM 10 months, 3 weeks ago
What was the answer
upvoted 2 times

giogo 1 year, 4 months ago
Selected Answer: BC
I don't see how Customer Voice would fit into all of the requirements.
upvoted 2 times

John_Pedro 1 year, 5 months ago
I say B + C. Don't know where Customer Voice would fit into all of the requirements.
upvoted 3 times

ArezouDynamics 1 year, 7 months ago
B&D seems correct to me. Customer Voice, requires the Dynamics 365 enterprise license. so it's not an add-on. Secondly, referring to https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow we see that "Distribute survey: When a survey distributor sends a survey, the survey invitations are stored in Customer Voice services and Dataverse. The survey invitation emails are sent to the recipients by using Dynamics 365 Marketing Email service internally."
upvoted 4 times

Question #11 *Topic 1*

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.

Select and Place:

Answer Area

Requirement types	Requirement	Requirement type
	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.	

Suggested Answer:

Answer Area

Requirement types	Requirement	Requirement type
	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 -

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

N8n0z Highly Voted 3 years, 7 months ago
Correct
upvoted 40 times

wsjones Most Recent 6 months, 2 weeks ago
ChatGPT agrees!
upvoted 2 times

Parth91 1 year, 7 months ago
The first requirement regarding Power Platform storage capacity is a non-functional requirement as it pertains to a constraint or limit that the system must adhere to.

The second and third requirements regarding sending email notifications and showing error messages are functional requirements as they relate to specific actions or behaviors that the system must perform.

The fourth requirement regarding plug-in pass rate is also a non-functional requirement as it pertains to a performance or quality criteria that the system must meet.
upvoted 4 times

rayista 2 years ago
Correct
upvoted 2 times

Muzera 2 years, 1 month ago
Correct!
upvoted 2 times

Vin22CRM 2 years, 4 months ago
Correct
upvoted 1 times

Vin22CRM 2 years, 4 months ago
Correct
upvoted 1 times

Icky 2 years, 7 months ago
Answer is correct
upvoted 2 times

LostArc 2 years, 10 months ago
This question was there on 20/Feb/2022.
upvoted 2 times

giogo 2 years, 10 months ago
correct
upvoted 1 times

mohitb99 3 years, 1 month ago
Correct
upvoted 1 times

fhqhfhqh 3 years, 3 months ago
This question was on the exam.
upvoted 1 times

LTLE 3 years, 3 months ago

Did you pass?

upvoted 1 times

Question #12 — *Topic 1*

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

Suggested Answer: *B*
Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customer-based 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

Community vote distribution
D (40%) A (40%) B (16%) 4%

Power_Ninja Highly Voted 3 years, 6 months ago
Dynamics 365 Marketing: Marketing Forms could automate this, why use excel in the first place when you can embed a form on the website.
upvoted 39 times

ibuy 3 months, 2 weeks ago
Agree the marketing forms (which is now part of D365 Customer insights) should take care of this, but I am wondering what was the manual review done by the administrator.
upvoted 1 times

danosagi 3 years, 3 months ago
Requirement says "new submissionS" to "create contactS" and also the data are already in a shared document. In order to create or update contactS (multiple records) efficiently, copy and paste the data to Excel Online would be the fastest. If we use the Marketing form, the contact recordS will have to be input one-by-one, which I wouldn't prefer as a solution when dealing with multiple records most of the cases.

So answer shall be A: Excel Online
upvoted 12 times

Jnicosia 11 months, 3 weeks ago
Damn, don't tell me this is a good business process? Working on a shared Excel... really?
upvoted 3 times

NoNameBrand Highly Voted 3 years, 5 months ago
D

The question asks to present a solution, not replicate the existing manual process.

Create, view, and manage marketing forms
"Update contacts/leads: Choose which types of records can be created or updated in response to a form submission. Usually you should leave this set to Contacts and leads"
https://docs.microsoft.com/en-us/dynamics365/marketing/marketing-forms
upvoted 21 times

HiJaak 1 year, 2 months ago
You are right, but as stated in the link above:
"On September 1, 2023, Dynamics 365 Marketing and Dynamics 365 Customer Insights began to be sold together under a single product SKU

called Dynamics 365 Customer Insights."
So, now, the ritgh answer should be "Dynamics 365 Customer Insights" ;-)
upvoted 6 times

asmae Most Recent 5 days, 13 hours ago

Selected Answer: C

The Contact Us form usually contains more information than just user details. In most cases, it is intended for requesting additional information or submitting a complaint. Therefore, it is clearly best handled by Customer Service. Marketing is much more expensive and has more functionality than required for this scenario.

upvoted 1 times

OscarAdriani 1 week, 6 days ago

Selected Answer: D

Dynamics 365 Marketing has built-in functionality for capturing form submissions from websites. It can directly integrate with website forms (or embed its own forms) and automatically create or update contacts in Dynamics 365 based on the submitted data. This eliminates the manual review of a shared document and the subsequent manual contact creation/update process.

upvoted 1 times

Priyankamodi1311 1 month ago

Selected Answer: C

Dynamics 365 Customer Service is the best choice because it allows you to automate the process of handling form submissions, creating or updating contact records, and managing customer data efficiently within a CRM system.

upvoted 1 times

Lenny001 1 month, 4 weeks ago

Selected Answer: B

D365 Marketing is now D365 Customer Insights Journey. It provides tools to create forms.

upvoted 1 times

uberlord 2 months, 2 weeks ago

Selected Answer: B

A)excel trigger doesnt work for this
D) doesnt exis anymore and redirects to B

upvoted 2 times

arcturus10 3 months, 2 weeks ago

I would say Customer Service as it is designed to handle customer interactions and can automate the process of creating and updating contact records based on form submissions

upvoted 1 times

LSgeek 4 months, 3 weeks ago

C. Dynamics 365 Customer Service

upvoted 2 times

nqthien041292 5 months, 2 weeks ago

Selected Answer: C

Dynamics 365 Customer Service is designed to manage and automate customer interactions and processes. It can be used to automatically capture data from the "Contact Us" form, create new contacts, or update existing ones based on the submissions.
It provides tools for case management, which can help in organizing and managing customer inquiries efficiently.
Automation features within Dynamics 365 Customer Service can streamline the workflow, reducing manual intervention and improving accuracy and efficiency.
Therefore, Dynamics 365 Customer Service would be the most appropriate recommendation for automating the process described.

upvoted 1 times

Red_lotus85 8 months, 2 weeks ago

queste comande sono da aggiornare. Dynamics 365 Marketing è Customer Insight

upvoted 1 times

nqthien041292 9 months ago

Selected Answer: D

Vote D

upvoted 1 times

nqthien041292 9 months, 1 week ago

Selected Answer: D

Vote D

upvoted 1 times

dylan99 10 months, 1 week ago

Selected Answer: B

Marketing module was renamed as Customer Insight

upvoted 3 times

IRONR2D2 10 months, 2 weeks ago

UPS!!! Remember guys the application was renamed Dynamics Marketing to Customer Insights - Journeys, but yes the answers should be Dynamics 365 Customer Service

upvoted 1 times

MaitreMelanie 11 months ago

Dynamics Marketing was rename Customer Insights - Journeys. I know because I thought that Marketing disappeared one morning. No, it was just renamed. Marketing aka Customer Insights allows you to do marketing form that you can embed in your web page with an Iframe.

upvoted 2 times

thachy 11 months, 1 week ago

Selected Answer: D

Marketing seems to be correct.

upvoted 1 times

yuvarajkcbe 7 months, 3 weeks ago

But it is renamed as Customer Insight

upvoted 1 times

Question #13 *Topic 1*

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.

Hot Area:

Answer Area

	Yes	No
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.	○	○

Suggested Answer:

Answer Area

	Yes	No
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.	○	○

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

danosagi Highly Voted 3 years, 3 months ago

1) YES! - Not with Power Automate Flow, since it doesn't capture useful data except the guid. BUT it can be done with OOB REAL-TIME WORKFLOW. The Deletion trigger of real-time workflow capture the "Before" (Pre-image) data of the deleted record.

2) Yes

upvoted 37 times

ibuy 3 months, 2 weeks ago

Do we have real time workflows with just power platform license (Question does not talk about D365 CE licenses)

upvoted 2 times

Sri2020 2 months, 3 weeks ago

Hi @ibuy, Yes. Workflows can be created with power platform license (no Dynamics 365 license required)

upvoted 2 times

dylan99 10 months, 1 week ago

For the first question you can't directly do it with a Power Automate and for sure a workflow would be the best solution. But with a custom button you can trigger a flow that deletes the row only after all the process is completed

upvoted 2 times

AC_DC 3 years ago

It says to design a powerplatform solution.
upvoted 3 times

Aedu 2 years, 10 months ago
I agree with AC_DC. Workflows are still part of the Power Platform, but probably only for compatibility reasons. Every time you get the processes overview displayed, there is a nice message indicating that you should use Flows after all. So I understand here that Workflows is not the good answer.
upvoted 1 times

TestingCRM 2 years, 9 months ago
This would be a synchronous workflow, where Power Automate still doesn't offer an option, so I would say 1) Yes, 2) Yes as @danosagi
upvoted 2 times

NoNameBrand Highly Voted 3 years, 5 months ago
1) No
"Currently the Delete Trigger only returns very limited (and not very useful) data on the record that was deleted - basically just the GUID of record."
https://powerusers.microsoft.com/t5/Power-Automate-Ideas/CDS-Delete-Trigger/idi-p/552844

2) Yes
upvoted 16 times

Zakaria10 3 years, 5 months ago
Agree with you, I wanted to do this with flow without success, flow return only Guid... I hope this changes in the futur...
upvoted 3 times

nqthien041292 Most Recent 5 months, 2 weeks ago
Capture data from a row during deletion to be used in an automated process:

Yes: This can be achieved using Power Automate. You can create a flow that triggers on the deletion of a row in a Dataverse table. The flow can capture the data from the deleted row and use it in subsequent steps of the automated process.
Use AI to process forms and automate data entry from paper-based forms:

Yes: This can be achieved using AI Builder in Power Platform. AI Builder offers form processing capabilities that can extract data from paper-based forms and automate data entry into your system.
upvoted 2 times

nqthien041292 9 months, 1 week ago
Vote:
1: No
2: Yes
upvoted 1 times

ari1992 1 year, 7 months ago
1) Yes (since in power automate flows (automated) the new trigger is when a row is added, modified or deleted, which captures all the needed info)
2) Yes
upvoted 2 times

Jnicosia 11 months, 3 weeks ago
i tried but it doesn t work. When action delete is returned online item ID. (Data source SharaPoint).
Imho
No
Yes
upvoted 2 times

aok95 1 year, 11 months ago
Understanding that deletion only gives the GUID, but the question is so vague it says capture data not capture useful data. So you can get data from a Flow, just would not be useful to do much with it. Can be argued.
upvoted 2 times

CRMBug 2 years, 1 month ago

1.No
2.Yes
upvoted 2 times

[Removed] 2 years, 1 month ago
Real time workflows are an integral part of Power Platform and, until MS formally notifies they will be deprecated, they will still be being part of it. So, I don´t see a reason why we could achieve the proposed objective using them. MS could not simply deprecate OOB workflows, especially real-time based because of a matter of compatibility.
upvoted 3 times

petertwilliams 2 years, 2 months ago
1) Yes. If auditing is turned on, you can use Power Automate to use the GUID retrieved from the trigger to get all the information from the record audit history using OOTB Power Platform components. I have created such Flows many times.
2) Yes
upvoted 4 times

ats04 2 years, 6 months ago
Should be No, Yes
upvoted 2 times

Icky 2 years, 7 months ago
Yes and Yes: https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger. I would include a note on the question in the exam about the GUID for the first one. If you fail the exam, you can challenge it with the notes you add to each of your questions. When unsure, comment.
upvoted 3 times

Dynamic_MD 2 years, 7 months ago
Why cant we use plugin here with preimage? I dont think, the word automated process means only 'Process' section of CRM. Plugin is also part of automation. So I would go with Yes, Yes
upvoted 1 times

Icky 2 years, 7 months ago
Plug in is not OOB
upvoted 1 times

JAVI1771 2 years, 7 months ago
Both are Yes 100%
upvoted 1 times

PPDude 2 years, 9 months ago
1. NO
2. YES
upvoted 1 times

LostArc 2 years, 10 months ago
This question was there on 20/Feb/2022.
upvoted 1 times

giogo 2 years, 10 months ago
1-No (Currently the Delete Trigger only returns very limited (and not very useful) data on the record that was deleted - basically just the GUID of record.)
2-Yes
upvoted 1 times

[Removed] 3 years ago
1)No
2) YEs
upvoted 1 times

Question #14 — Topic 1

A company has a custom web-based API that is hosted on Azure. You design a Microsoft Power Platform solution to provide the company additional capabilities.
You need to integrate the Microsoft Power Platform solution with the API.
What should you recommend?

A. Connection reference

B. Custom connector

C. Desktop flow

D. Data gateway

Suggested Answer: *B*
A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API.
Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.
Reference:
https://docs.microsoft.com/en-us/learn/modules/create-custom-connector-power-platform/1-introduction

Community vote distribution
B (100%)

Parth91 Highly Voted 1 year, 7 months ago
Selected Answer: B
B. Custom connector is the recommended option to integrate the Microsoft Power Platform solution with the API hosted on Azure.

Custom connectors are a way to extend the Power Platform by creating connectors to any RESTful API. The Power Platform provides an easy way to create custom connectors that can be used across Power Apps, Power Automate, and Power BI. With a custom connector, you can define the API endpoint, specify authentication details, and map the API response to Power Platform data structures. This will allow you to create flows and apps that leverage the API data and capabilities.
upvoted 7 times

wsjones Most Recent 6 months, 3 weeks ago
Selected Answer: B
Going with Parth91 as the explanation is spot on!
upvoted 1 times

pedsab 1 year, 5 months ago
Selected Answer: B
Correct
upvoted 3 times

Edi41 1 year, 12 months ago
Selected Answer: B
Agree with B
upvoted 3 times

rayista 2 years ago
agree custom connector
upvoted 2 times

Brooklyn_Itself 2 years, 1 month ago
Selected Answer: B
Custom connector. And in fact, Azure APIM will now let you create custom connectors automatically when API is registered.
upvoted 2 times

Muzera 2 years, 1 month ago
Custom Connector

upvoted 1 times

bchat 2 years, 4 months ago

I would go for Custom Connector

upvoted 2 times

Vin22CRM 2 years, 4 months ago

Custom Connector

upvoted 1 times

ats04 2 years, 6 months ago

correct

upvoted 1 times

Icky 2 years, 7 months ago

Selected Answer: B

I agree

upvoted 3 times

ettie54f_p929n 2 years, 7 months ago

Selected Answer: B

Correct

upvoted 4 times

Question #15 *Topic 1*

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

Suggested Answer: *BCE*
B: 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
C: 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.
E: 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).
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

Community vote distribution
BCE (100%)

Emdy Highly Voted 3 years, 4 months ago
correct
upvoted 15 times

nqthien041292 Most Recent 5 months, 2 weeks ago
Dynamics 365 Customer Service (Option B): This app provides comprehensive capabilities for case management, allowing customers to submit and review cases. Service representatives can use queues and knowledge articles to resolve customer concerns efficiently.

Omnichannel for Customer Service (Option C): This service enables near real-time chat capabilities between customers and service representatives. It supports chat channels integrated into the self-service portal, facilitating seamless communication.

Customer self-service portal (Option E): This is essential for allowing customers to submit cases and access information independently. It provides a user-friendly interface for customers to interact with the company's service offerings.
upvoted 1 times

Parth91 1 year, 7 months ago
Selected Answer: BCE

The three recommended apps or services that do not require custom development are:

B. Dynamics 365 Customer Service: This app provides a comprehensive solution for managing customer cases, including case creation, tracking, and resolution. It also offers a knowledge base for agents to access and use to resolve customer issues.

C. Omnichannel for Customer Service: This service enables companies to engage with customers across multiple channels, including chat, SMS, social media, and more. It also includes features like routing, queuing, and real-time translation.

E. Customer self-service portal: This is a web portal that allows customers to submit and review cases, access knowledge base articles, and communicate with service representatives. It is a self-service solution that reduces the workload on agents and provides customers with 24/7 access to support.

upvoted 4 times

Edi41 1 year, 12 months ago

Selected Answer: BCE

BCE is correct

upvoted 2 times

Brooklyn_Itself 2 years, 1 month ago

Correct BCE

upvoted 1 times

Muzera 2 years, 1 month ago

Selected Answer: BCE

Correct

upvoted 2 times

Anchov 2 years, 4 months ago

Selected Answer: BCE

Correct

upvoted 2 times

Vin22CRM 2 years, 4 months ago

Correct

upvoted 1 times

Icky 2 years, 7 months ago

Selected Answer: BCE

correct

upvoted 3 times

originalwitness 2 years, 7 months ago

Selected Answer: BCE

Correct.

upvoted 1 times

rajrutu 2 years, 8 months ago

this was present today

upvoted 1 times

fre43 2 years, 10 months ago

Selected Answer: BCE

it's right

upvoted 2 times

giogo 2 years, 10 months ago

Selected Answer: BCE

correct

upvoted 2 times

Hassane 3 years, 6 months ago

Correct

upvoted 3 times

N8n0z 3 years, 7 months ago

Correct

upvoted 4 times

Question #16 — *Topic 1*

HOTSPOT -

A multinational organization uses a single 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.

Hot Area:

Answer Area

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

Suggested Answer:

Answer Area

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

Box 1: Single multi-geo instance

Multi-Geo is a Power BI Premium feature that helps multinational customers address regional, industry-specific, or organizational data residency requirements. As a Power BI Premium customer, you can deploy content to datacenters in regions other than the home region of the Power BI tenant.

Box 2: Multiple instances in different regions; Power BI for reporting

Box 3: Single instance; use Microsoft Azure Traffic Manager where needed

Azure Traffic Manager is a DNS-based traffic load balancer. This service allows you to distribute traffic to your public facing applications across the global Azure regions. Traffic Manager also provides your public endpoints with high availability and quick responsiveness.

Reference:

https://docs.microsoft.com/en-us/power-bi/admin/service-admin-premium-multi-geo https://docs.microsoft.com/en-us/azure/traffic-manager/traffic-manager-overview

crisf Highly Voted 3 years ago

Note that Microsoft 365 Multi-Geo is not designed for performance optimization, it is designed to meet data residency requirements.

https://docs.microsoft.com/en-us/microsoft-365/enterprise/microsoft-365-multi-geo?view=o365-worldwide

My answers would be:
1 - Single instance: use Microsoft Azure Traffic Manager where needed.
Reason: You can't actively collaborate on anything with multiple instances and replication. You need a single repository of data.

2 - Multiple instances in different regions with data replication
Reason: Customers data is different, so multiple instances are not a problem. You can replicate data when needed and use it any instance for reporting.

3 - Multiple instances in different regions; Power BI for Reporting
Separated data and functionality don't need data replication at all. Power BI is capable of aggregate data from multiple sources.

upvoted 33 times

Sri2020 2 months, 3 weeks ago

In Answer2, Data replication just for reporting can be costlier solution for customers. Imagine a situation where one region is heavy with data and other regions have less data. Data replication to replicating data across all regions which also add more maintenance efforts. So, For answer 2, "Multiple instances in different regions; Power BI for Reporting" looks better solution

upvoted 1 times

carlos40999 2 years, 11 months ago

In Answer 2, how do you do data replication between environments? In my perspective the right answer is with Power Bi for Reporting.

upvoted 21 times

TYYI Highly Voted 3 years, 2 months ago

The 3rd question should be The multi-tenant

upvoted 13 times

umibozu Most Recent 10 months, 1 week ago

1 - Single instance: use Microsoft Azure Traffic Manager where needed.

2 - Multiple instances in different regions; Power BI for Reporting
.

3 - Multiple instances in different regions; Power BI for Reporting

upvoted 8 times

gradmes 1 year, 5 months ago

It was on 07/24/23 exam

upvoted 4 times

Rasheed1 1 year, 1 month ago

What was your ANSWER?

upvoted 5 times

nicknamety 1 year, 6 months ago

A Power Platform instance is a Database and this can only be allocated to one region.
Therefore, single multi geo instance is excluded as it does not exist in Power Platform.
There can be multiple environments with one instance/database per environment.
So I would select the single instance - Azure Traffic Manager option by process of elimination.

Multi instances and PBI for the second solution.

Multi Tenant is a very expensive option but available nonetheless as an option for multinational organisations that require it. Multi Tenant specifically allows for separate functionality so I would recommend that for the last solution.
upvoted 2 times

nicknamety 1 year, 6 months ago
Multi Geo seems more applicable to the company than Azure Traffic Manager.
Multi Geo would cater for the company's users who operate in multi-regions at the same time. They would get good performance because the instance is in each of their regions (no latency).
Whereas a 'single instance with Azure Traffic Manager' would mean that some of the users will not have the platform in their region to start with. They would not get as good performance to start with and they would need to wait for Azure Traffic Manager to distribute traffic to a closer regions.
So single multi-geo seems like the positive approach to start with. Give them an instance in their region to start with.
upvoted 1 times

EmpellorCRM 1 year, 6 months ago
Eliminate Single multi-geo instance from all answers. Instance can only be in one region, and Muilt-geo only applies to Customer Insights.
Eliminate Multi-tenant from all instances. Requirements do not align with this, not necessary.
This leaves two options to select from for each question.

Question 1: SIngle instance; use traffic manager. Single instance required for collaboration. Traffic manager will only help if there are azure functions utilized.
Question 2: Multiple instances in different regions; Power BI reporting. Data can be separated in dataverse but brought together in Power BI for reporting. Same apps and solutions deployed across instances to maintain same functionality.
Question 3: Multiple instances in different regions; Power BI for Reporting. Data can be separated in dataverse but brought together in Power BI for reporting. Functionality can be customized to the instance.
upvoted 5 times

RichXP 1 year, 10 months ago
1)D, Azure Traffic Manager is load balancer, wouldn't help. need single instance
2) and 3) C, each region has different customers, data replicate doesn't help
upvoted 3 times

Flatternschuchtern 1 year, 11 months ago
1) Single Multi-Geo Instance.
Yes, you need a single repository of data, but using Azure Traffic Manager makes literally no sense. It would just route people from different regions to different instances; but you only have one anyway; not to mention it does nothing to improve customization performance.
2) Multiple instances in different regions + power BI.
3) Multiple instances in different regions + power BI.
upvoted 6 times

AMM007 2 years ago
My answers would be: D-C-B
upvoted 1 times

CRMBug 2 years, 1 month ago
1 - Single instance: use Microsoft Azure Traffic Manager where needed.
2 - Multiple instances in different regions; Power BI for Reporting
3 - Multiple instances in different regions; Power BI for Reporting
upvoted 8 times

YFSun 2 years, 5 months ago
1) Single instance; use MS azure Traffic Manage where needed – Division actively collaborates on customers
Using MS traffic manager to improve the performance.
2) Single multi-geo instance – Regions have separate customers but use the same functionality and need global reporting
Because of separate customers but same functionality, can use Geo-based Business Unit to handle this situation.
3) Multiple instances in different regions; Power BI for reporting – Regions have separate functionality and customers but global reporting on data
Key point here is SEPERATE functionality AND customers, have to develop separate functionalities in respective instance, but can use PBI with the data sets from the instances to issue global reporting. In addition, here not select Multi Tenant, because it cannot global reporting.
upvoted 5 times

nasuanda 2 years, 6 months ago

1 - A. Single instance; use Microsoft Azure Traffic Manager where needed
(Azure Traffic Manager is a DNS-based traffic load balancer, so will not hurt)

Multi tenant and Multi instance will force you to sync data between environments and it was clearly pointed that divisions collaborate.
Single multi-geo instance there is no multi-geo instance for power platform.
https://www.microsoftpartnercommunity.com/t5/KUMPPANIFOORUMI-General/Dynamics-365-Multi-geo-tenant/m-p/36214

Regards, MiTu
upvoted 2 times

nasuanda 2 years, 6 months ago
2 - C. Multi instances in different regions, Power BI for reporting

Separate customers - means can operate on different environment locate in different regions (closer to users). No need for data replication, while there are separated Customers.
Same functionality - means that DevOps pipeline will deploy the same functionalities to many production environments.

Multi-tenat approach will complicate, it will be treated as separated companies regarding licensing, separated accounts in Azure AD, Exchange. Multi tenant approach should be taken when there are legal, regulatory constraints.

Regards, MiTu
upvoted 2 times

nasuanda 2 years, 6 months ago
3 - C. Multi instances in different regions, Power BI for reporting

Separate functionality - means even that Dev environments may be separated
Dev Europe -> Prod Europe
Dev US -> Prod Europe
Separate customers - as earlier, data can be splitted into separated regions and in each regional environment will store their own Customers and related to Customers data.

Regards, MiTu
upvoted 2 times

Icky 2 years, 7 months ago
In reading through all the documentation, I'm going with 1) Single instance; use Microsoft Azure Traffic Manager where needed and 2) & 3) Multiple instances in different regions; Power BI for Reporting
upvoted 11 times

rajrutu 2 years, 8 months ago
this was present today
upvoted 1 times

sivsrinivas 2 years, 8 months ago
3. Data and functionality are different so they are not dependent. Multiple instances with PBI would be the answer.
upvoted 1 times

LostArc 2 years, 10 months ago
This question was there on 20/Feb/2022.
upvoted 1 times

Question #17 Topic 1

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.

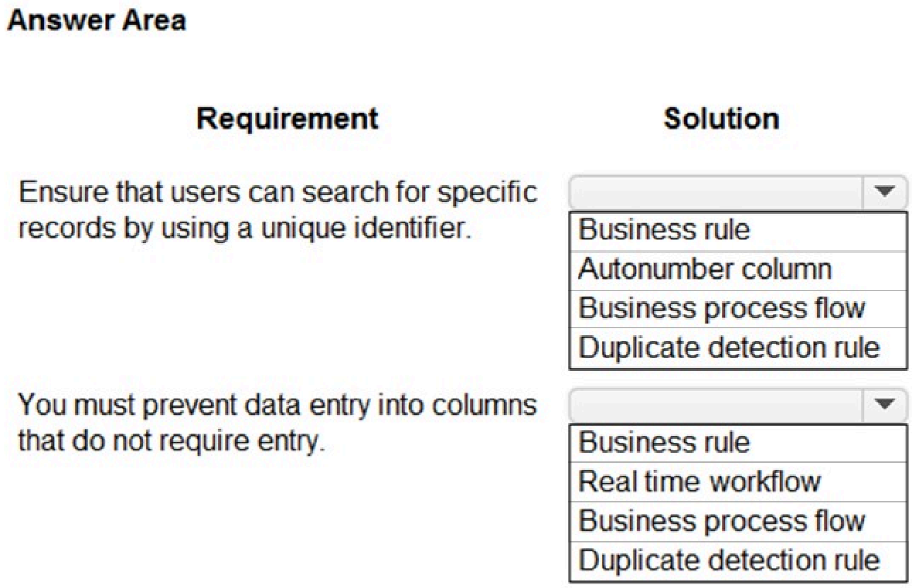
✑ The record form displays all fields. Many of the fields are not used.

You need to ensure that the Power Platform solution will ensure data quality can be properly maintained.

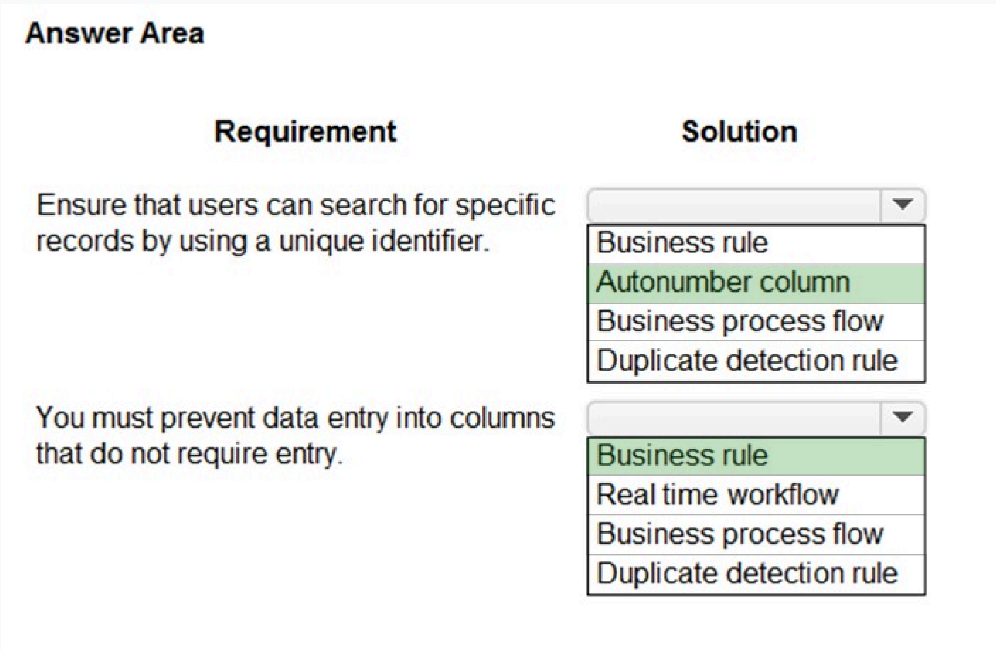
Which component should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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

hermnx Highly Voted 2 years, 3 months ago
correct!
upvoted 19 times

Muzera Highly Voted 2 years, 11 months ago
Correct!
upvoted 12 times

495aba7 Most Recent 5 months, 4 weeks ago
correct!
upvoted 1 times

Schinna 1 year, 9 months ago
I go with Auto Number and BPF...
upvoted 3 times

rayista 2 years ago
for me second will be also BPF, you put the whole form as read only and you will only be able to modify fields with BPF
upvoted 1 times

stalex 1 year, 5 months ago
The user would still see too many fields. With business rules you can hide the fields: in this way the user will have a clean interface and fill only the necessary fields.
upvoted 3 times

Brooklyn_Itself 2 years, 1 month ago
Correct
upvoted 6 times

Muzera 2 years, 1 month ago
correct
upvoted 3 times

ClairFraser 2 years, 5 months ago
Still BPF even with the poor choise of words - the fields must not remain entry, they are just not required. Let's say the "Must prevent" is not for all and each of the fields but as a whole.
upvoted 1 times

Tamim1210 2 years, 6 months ago
Agree!
upvoted 3 times

sivsrinivas 2 years, 8 months ago
BR is based on the rule. There is no rule here to hide or disable based on certain values or conditions. The simple and straight forward answer would be BPF where you remove those clumns and present only the required columns on the form to the user.
upvoted 2 times

sivsrinivas 2 years, 8 months ago
But the question is not how to disable the column. It is, how to prevent them from entering. So, it can be done in BPF by adding the required columns in the grid or any form.
upvoted 1 times

ddu 2 years, 6 months ago
The problem here for me is the statement "prevent to", if it was "how to guide users" I would also said BPF but if this is really to "prevent" then it should be a BR

upvoted 6 times

giogo 2 years, 10 months ago

correct

upvoted 2 times

Hatz 3 years, 1 month ago

Agree!

upvoted 4 times

Question #18 | *Topic 1*

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.

Select and Place:

Solutions

- Canvas app
- Model-driven app
- Dynamics 365 Customer Service

Answer Area

Scenario	Solution
Show the app in Microsoft Outlook.	Solution
Use Universal Resource Scheduling.	Solution
Take notes on a mobile phone and record GPS coordinates automatically.	Solution

Suggested Answer:

Solutions

- Canvas app
- Model-driven app
- Dynamics 365 Customer Service

Answer Area

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-drive 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

Edi41 Highly Voted 1 year, 6 months ago

Correct

upvoted 8 times

Vin22CRM Highly Voted 1 year, 10 months ago

Correct

upvoted 5 times

Newb007 Most Recent 1 year, 1 month ago

Why not D365 CS for all three? save money and time developing?

upvoted 2 times

Odidepse 1 year, 7 months ago

On a note Dynamics 365 is a model driven app module and can show as an outlook app.I hate this question but presented answer is correct.

upvoted 3 times

Odidepse 1 year, 7 months ago

My bad, d365 customer service module is more expensive so make your own version of customer service using model driven app. Questions is save money, still correct answer.

upvoted 1 times

Oakeshott 1 year, 11 months ago

Is universal scheduling an element of customer service? I am afraid it is not. It is only an element of field service and project operations

upvoted 1 times

Mustaque 1 year, 10 months ago

MS Docs:

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.

upvoted 8 times

MrEz 4 months ago

Dynamics 365 Sales: no!

upvoted 1 times

Shamir06 1 year, 10 months ago

your answers please

upvoted 1 times

MrEz 4 months ago

Dynamics 365 Customer Service: Book cases to customer service reps in the right department and time zone.

https://learn.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling

upvoted 1 times

Icky 2 years ago

i Agree

upvoted 1 times

rajrutu 2 years, 1 month ago

this was present today

upvoted 1 times

giogo 2 years, 4 months ago

correct

upvoted 1 times

Hatz 2 years, 7 months ago

Agree!

upvoted 3 times

bee2 2 years, 8 months ago

Correct

upvoted 2 times

Question #19 *Topic 1*

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.

Select and Place:

Solutions

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

Answer Area

Business requirement	Solution
Send articles to technicians to allow technicians to help customers resolve issues.	Solution
Track work progress and inspections at customer sites.	Solution
Schedule technicians for service appointments.	Solution

Suggested Answer:

Solutions

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

Answer Area

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.
Incorrect Answers:
Dynamic 365 Customer Voice empowers your organization to quickly collect and understand omnichannel feedback at scale to build better customer experiences.
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/overview https://dynamics.microsoft.com/en-us/customer-voice/capabilities

bee2 Highly Voted 3 years, 2 months ago
Should be Field Service for all 3.
upvoted 80 times

Joselcd70 Highly Voted 3 years, 2 months ago
According to this article from microsoft, the first answer should be Dynamics 365 Field Services.
https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-knowledge-management
upvoted 18 times

sivsrinivas 2 years, 8 months ago
Absolutely. All the task guides, holograms, and VR AR, with guides are part of FS.
upvoted 4 times

nishucrm Most Recent 1 month, 2 weeks ago
1 and 3 could be field service. for inspection Customer Voice as Field Service uses Customer Voice to for creating inspection forms.
upvoted 1 times

LowCodeDeveloper10 8 months ago
All Should be Field Service
upvoted 1 times

MaitreMelanie 9 months, 2 weeks ago
For the first on, there is a possibility to email a knowledge article from a work order. You enter the name of the tech in TO and select "Insert article content". For that reason, I think it should be Field Service all 3.
upvoted 2 times

Parth91 1 year, 7 months ago
The right answer is Field Service for all the 3 scenarios.
upvoted 5 times

Edi41 1 year, 12 months ago
I would say D365 Field Service to all
upvoted 2 times

Brooklyn_Itself 2 years, 1 month ago
Field services for all 3. Customer Insights is a customer data platform to unify, match, merge customer data. It does nothing with knowledge articles whatsoever.
upvoted 4 times

Muzera 2 years, 1 month ago
All Should be Field Service
upvoted 1 times

Asif9923 2 years, 2 months ago
All Should be Field Service
upvoted 1 times

Vin22CRM 2 years, 4 months ago
All should be Field Service
upvoted 2 times

Icky 2 years, 7 months ago
Customer Insights is for data analysis. Its Field Service for all three of these.
upvoted 7 times

rajrutu 2 years, 8 months ago
this was present today

upvoted 3 times

sivsrinivas 2 years, 8 months ago

FS for all. Task guide is a part of FS not customer insights

upvoted 3 times

giogo 2 years, 10 months ago

I thought it was correct but after reading the link posted by Joselcd70 i think it should be Field Service for all 3.

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

upvoted 4 times

Question #20 *Topic 1*

You are designing a 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. Web resource

B. Power Apps Component Framework control

C. JavaScript

D. Canvas app

Suggested Answer: *B*
Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps. These code components can be used to enhance the user experience for users working with data on forms, views, dashboards, and canvas app screens. For example, you can:
Replace a column on a form that displays a numeric text value with a dial or slider code component.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview

Community vote distribution
B (100%)

Muzera Highly Voted 2 years, 11 months ago
Selected Answer: B
Correct!
upvoted 15 times

Raghav123C Most Recent 6 days, 3 hours ago
Selected Answer: B
Correct
upvoted 1 times

wsjones 6 months, 3 weeks ago
Selected Answer: B
Because it needs to be available across all apps.
upvoted 2 times

Parth91 1 year, 7 months ago
Selected Answer: B
B: PCF is the correct answer
upvoted 1 times

Edi41 1 year, 12 months ago
Selected Answer: B
Correct
upvoted 1 times

Brooklyn_Itself 2 years, 1 month ago
Selected Answer: B
Most likely B. You can do sliders in Canvas Apps too, but programatically working with them would be more optimal in Component Framework.
upvoted 2 times

Muzera 2 years, 1 month ago
Correct
upvoted 1 times

Icky 2 years, 7 months ago
Selected Answer: B

PA Component Framework for the win!

upvoted 4 times

giogo 2 years, 10 months ago

Selected Answer: B

correct

upvoted 2 times

ArezouDynamics 3 years, 1 month ago

Correct!

upvoted 3 times

Question #21 *Topic 1*

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

Suggested Answer: *ABE*

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

Community vote distribution

ABE (100%)

Parth91 Highly Voted 1 year, 7 months ago

Selected Answer: ABE

A. Business process flows

B. Power Apps mobile apps

E. Power Automate cloud flows

Business process flows will provide a visual guide for the opportunity management process, Power Apps mobile apps will allow users to enter data and receive push notifications, and Power Automate cloud flows can automate the assignment of opportunities to managers for approval and the notification of assignees. Power Virtual Agents chatbots are not necessary for this scenario. Power Automate desktop flows may not be suitable for tablet devices.

upvoted 14 times

Raghav123C Most Recent 5 days, 19 hours ago

Selected Answer: ABE

correct

upvoted 1 times

JackJohn 1 month, 1 week ago

Selected Answer: ABE

A. Business process flows B. Power Apps mobile apps E. Power Automate cloud flows

upvoted 1 times

EsePe 1 year, 4 months ago

Correct

upvoted 2 times

700157a 1 year, 5 months ago

Selected Answer: ABE

A. Business process flows

B. Power Apps mobile apps

E. Power Automate cloud flows

upvoted 2 times

Edi41 1 year, 12 months ago

Selected Answer: ABE

Correct

upvoted 4 times

Brooklyn_Itself 2 years, 1 month ago

Correct

upvoted 2 times

Muzera 2 years, 1 month ago

Selected Answer: ABE

Correct

upvoted 1 times

Asif9923 2 years, 2 months ago

Correct

upvoted 1 times

Icky 2 years, 7 months ago

Selected Answer: ABE

ABE is correct

upvoted 3 times

CyrilleC 2 years, 7 months ago

Selected Answer: ABE

Correct

upvoted 1 times

PPDude 2 years, 9 months ago

Selected Answer: ABE

This is correct

upvoted 1 times

giogo 2 years, 10 months ago

Selected Answer: ABE

correct

upvoted 2 times

PradeepG433 3 years ago

right answer

upvoted 4 times

apatrick 3 years, 1 month ago

correct

upvoted 3 times

Question #22 Topic 1

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 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

Suggested Answer: *AD*
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

Community vote distribution
AD (100%)

Hatz Highly Voted 1 year, 7 months ago
Agree!
upvoted 15 times

Parth91 Highly Voted 1 month, 3 weeks ago
Selected Answer: AD
A. Power BI
D. Power Apps

Power BI is a powerful tool for data visualization and can be used to create charts and tables to display the company's data. Power Apps can be used to create a custom solution to track opportunities and reasons for the win or loss of opportunities. With Power Apps, users can access the solution from mobile and desktop devices, and drill-through capabilities can be added to provide more detailed insights. Power Automate and Power Virtual Agents are not directly related to data visualization and would not be the best tools for this scenario.
upvoted 9 times

WASSIM2020 Most Recent 1 week ago
Selected Answer: AD
Correct
upvoted 1 times

Edi41 6 months ago
Selected Answer: AD
AD correct
upvoted 3 times

Brooklyn_Itself 7 months, 3 weeks ago
Correct
upvoted 2 times

Muzera 7 months, 4 weeks ago

Selected Answer: AD

Agree!

upvoted 1 times

Vin22CRM 10 months, 3 weeks ago

Selected one is correct

upvoted 1 times

Kollyjose 1 year ago

correct

upvoted 1 times

Icky 1 year ago

Selected Answer: AD

AD is correct

upvoted 3 times

PPDude 1 year, 3 months ago

Selected Answer: AD

This is correct

upvoted 1 times

giogo 1 year, 4 months ago

Selected Answer: AD

Correct

upvoted 2 times

anku30 1 year, 5 months ago

Correct

upvoted 2 times

apatrick 1 year, 7 months ago

correct

upvoted 1 times

lms001 1 year, 7 months ago

CORRECT

upvoted 2 times

Question #23 Topic 1

You are designing a 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. business rules to identify top customers

B. customer maintenance procedures

C. usability of business process flows

D. time-to-load forms

E. solution regulatory compliance

Suggested Answer: *BDE*
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. Non-functional 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

Community vote distribution
BDE (66%) CDE (33%)

Icky Highly Voted 2 years, 7 months ago
Selected Answer: BDE
"usability" is functional by nature so C is a "functional" requirement. B, D, E is the correct answer
upvoted 34 times

Mike_1973 1 year, 2 months ago
usability is listed in more than a few places as specifically non functional, chat GPT agrees.
upvoted 3 times

David_Zed Highly Voted 2 years, 11 months ago
Selected Answer: CDE
CDE is correct anwser
upvoted 7 times

sivsrinivas 2 years, 8 months ago
Def. C is not a functional req
upvoted 3 times

sivsrinivas 2 years, 8 months ago
Sorry my apology. Def. C is a functional req. It is about UI/UX of the users.
upvoted 2 times

klnv000 Most Recent 1 month, 1 week ago
Selected Answer: BDE
answer

upvoted 1 times

JackJohn 1 month, 1 week ago

Selected Answer: CDE

CDE is the correct answer.

upvoted 1 times

nqthien041292 5 months, 1 week ago

Selected Answer: CDE

For a Power Platform solution, the non-functional requirements focus on aspects such as performance, usability, and compliance rather than specific business rules or procedures. Here are the three non-functional requirements you should identify:

C. Usability of business process flows - Ensures that the solution is user-friendly and that users can efficiently navigate and complete business process flows.

D. Time-to-load forms - Addresses performance requirements, specifically how quickly forms load and are ready for user interaction.

E. Solution regulatory compliance - Ensures that the solution adheres to relevant regulations and standards, which is crucial for legal and operational compliance.

So, the correct answers are C, D, and E.

upvoted 4 times

iHanzz 1 month, 3 weeks ago

I agree with you! C is not about which functionality is required! It is about user-friendliness of the interface, not very different from for instance response times. So I also go with CDE

upvoted 1 times

nqthien041292 7 months, 3 weeks ago

Selected Answer: BDE

Vote BDE

upvoted 1 times

YYCRMGuy 1 year ago

Selected Answer: BDE

I agree with Icky. "Useability" is a functional requirement statement. So BDE should be the answer.

upvoted 2 times

asoka 1 year, 2 months ago

Selected Answer: BDE

BDE is correct answer, C is functional requirement

upvoted 2 times

EsePe 1 year, 4 months ago

Selected Answer: BDE

A and C = Functional

B,D and E = Non-Functional

upvoted 1 times

kat0409 1 year, 5 months ago

its BDE

upvoted 1 times

Cloudz_1 1 year, 6 months ago

Selected Answer: BDE

It's BDE

upvoted 2 times

Dude 1 year, 7 months ago

Selected Answer: CDE

I would go with CDE, A is definitely a functional requirement and B could be either functional or non-functional depending on the context, however, I am more inclined to go B being classified as functional. Typical Microsoft trick question.

upvoted 1 times

CESBCN 1 year, 7 months ago

Selected Answer: CDE

C. Usability of business process flows: This requirement addresses the usability aspect of the solution, specifically focusing on the effectiveness and user-friendliness of business process flows. It aims to ensure that the process flows within the solution are intuitive, easy to understand, and facilitate efficient completion of tasks.

upvoted 1 times

Parth91 1 year, 7 months ago

Selected Answer: CDE

The three non-functional requirements that should be identified for the organization are:

C. Usability of business process flows: The solution should be user-friendly, with intuitive interfaces and clear instructions on how to use it.

D. Time-to-load forms: The application's performance should be optimized so that users do not experience long waiting times when loading forms.

E. Solution regulatory compliance: The solution should adhere to relevant regulations and industry standards to ensure data protection, privacy, and security.

upvoted 2 times

BrahderLau 1 year, 9 months ago

Selected Answer: BDE

I would go for BDE

According to MS Learn...
Non-functional requirements might have dependencies on factors that are out of your control

You can't control the customer maintenance procedures but you can control the usability of BPF

upvoted 1 times

RichXP 1 year, 10 months ago

Selected Answer: CDE

Usability is a non-functional requirement, because in its essence it doesn't specify parts of the system functionality
https://www.itu.dk/~slauesen/Papers/SixStyles.pdf

upvoted 1 times

Edi41 1 year, 12 months ago

Selected Answer: BDE

I would say BDE

upvoted 1 times

Question #24 | *Topic 1*

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 cloud flow

B. Business process flow

C. Power Automate desktop flow

D. Playbook

Suggested Answer: *B*
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

Community vote distribution
B (51%) D (49%)

Abed4444 Highly Voted 1 year, 10 months ago
Selected Answer: D
I go with Playbook.
The playbook defines an organization's best-practices response to such an event. Playbooks can also streamline and automate recurring tasks such as renewing contracts.

https://learn.microsoft.com/en-us/dynamics365/sales/enforce-best-practices-playbooks
upvoted 17 times

fuddyduddy 1 year, 8 months ago
That link is spot on. Upvote for you
upvoted 3 times

stalex 1 year, 5 months ago
Starting July 7, 2023, playbooks will be deprecated region-wise.
upvoted 9 times

kraze29 Highly Voted 1 year, 3 months ago
I think it should be Business Process Flow.

The playbook feature is deprecated by Microsoft from 2023 onwards.

https://learn.microsoft.com/en-us/dynamics365/sales/deprecations-sales#playbooks-is-deprecated
upvoted 15 times

sahoopati27 Most Recent 3 months, 2 weeks ago
Selected Answer: B
seems the correct ans. Also chat gpt says so.
upvoted 1 times

nqthien041292 5 months, 1 week ago
Selected Answer: B
A. Power Automate cloud flow: This is used to automate workflows between various services and applications. It's good for handling automated tasks and responding to events but doesn't enforce a sales process.

B. Business process flow: This component is specifically designed to guide users through a predefined process step-by-step, ensuring consistency and compliance with the sales process. It works across devices and can help enforce the sales process.

C. Power Automate desktop flow: This is used for automating tasks on local machines, typically more suitable for automating desktop-based processes rather than enforcing business processes across devices.

D. Playbook: This is generally used in Dynamics 365 to document best practices and provide guidelines but does not actively enforce a process or respond to events automatically.

Recommendation: B. Business process flow
upvoted 4 times

wsjones 6 months, 2 weeks ago
Selected Answer: B
Correct as given. No more playbook!
upvoted 2 times

nqthien041292 7 months, 3 weeks ago
Selected Answer: B
Vote B
upvoted 2 times

user861243 8 months, 1 week ago
Selected Answer: B
Playbook was deprecated July 2023
upvoted 5 times

MaitreMelanie 11 months ago
Playbook was deprecated July 2023.
upvoted 3 times

Samit 1 year, 3 months ago
Playbook is deprecated from July 2023.
https://learn.microsoft.com/en-us/dynamics365/sales/deprecations-sales#playbooks
upvoted 4 times

SashM 1 year, 5 months ago
Selected Answer: D
D Is correct
upvoted 2 times

700157a 1 year, 5 months ago
Selected Answer: D
D. The correct answer is Playbook. However, Playbooks have been deprecated as of July 2023. The current correct answer would be "Sequences".
https://learn.microsoft.com/en-us/dynamics365/sales/create-manage-sequences
upvoted 3 times

hemabala 1 year, 5 months ago
Playbook is not component of Power platform right?
upvoted 1 times

Cloudz_1 1 year, 6 months ago
Selected Answer: D
Answer is D. Check Abed4444 link.
upvoted 1 times

> **stalex** 1 year, 5 months ago
> Starting July 7, 2023, playbooks will be deprecated region-wise.
> upvoted 1 times

DimpleG 1 year, 7 months ago
Selected Answer: D
Playbook
upvoted 1 times

stalex 1 year, 5 months ago

Starting July 7, 2023, playbooks will be deprecated region-wise.

upvoted 1 times

Newb007 1 year, 8 months ago

I want to say B but it doesn't satisfy the "responding to sales events" but also playbook is not part of "Power Platform Solution". my gut says is BPF tho classic MS making me overthink

upvoted 2 times

Newb007 1 year, 8 months ago

NVM the "organization best practice" makes playbook a good choice wording is pulled out of MS docs

upvoted 1 times

stalex 1 year, 5 months ago

Starting July 7, 2023, playbooks will be deprecated region-wise.

upvoted 1 times

hitmaker 1 year, 8 months ago

Selected Answer: D

I'd say D as BPF does not support the second requirement of 'responding to sales events...' Playbook fits for both requirements

upvoted 1 times

stalex 1 year, 5 months ago

Probably this question will be retired because starting July 7, 2023, playbooks will be deprecated region-wise.

upvoted 1 times

cengs 1 year, 10 months ago

Selected Answer: B

B is correct

upvoted 2 times

Question #25 Topic 1

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.

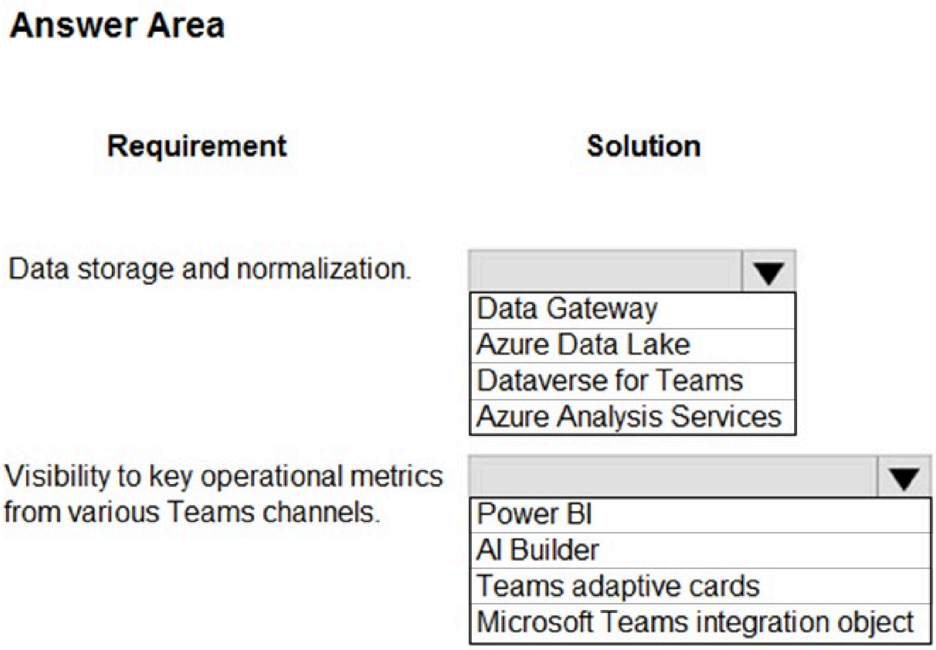
✑ Retain at least seven years of historical data.

You need to recommend a solution.

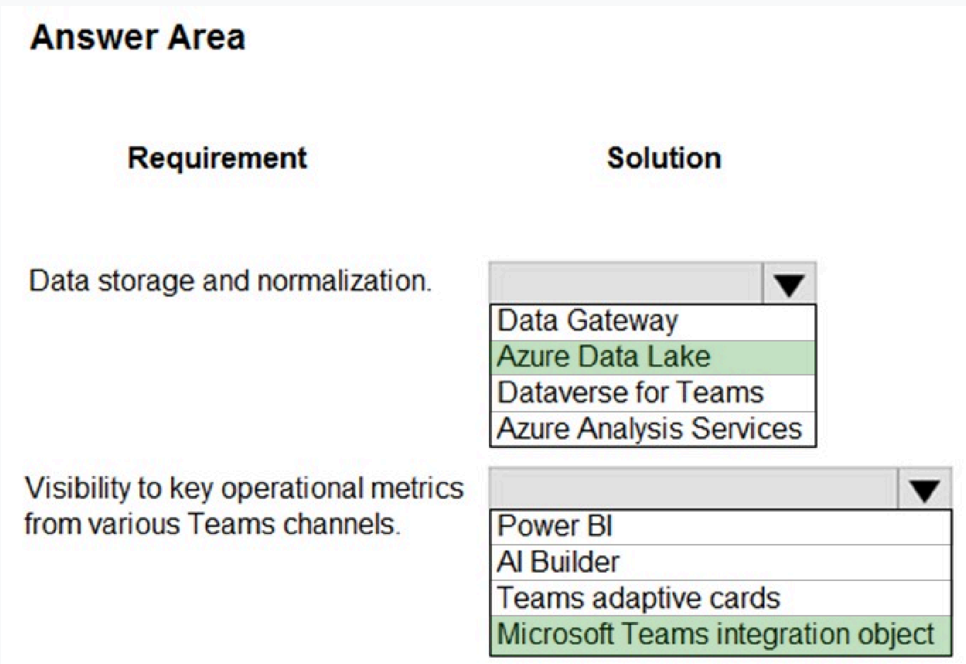
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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

Icky Highly Voted 2 years ago
Although I would use Azure Data Lake the question clearly states that the solution must support the current data warehouse so the intention is to not replace it. Its Data Gateway: https://docs.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem. The second answer is PowerBI. They want to display the report in Teams so the executives can see/use it. MT integration object isn't a solution on its own. Its a method to an end so-to-speak so I wouldn't choose that one.
upvoted 43 times

Andsz 1 year, 7 months ago
Seeing that it states that it is on-premise, I would be more inclined to go with the existing data warehouse and continue using the Data Gateway. Azure Data Lake is cloud-based being connected to an on-premise data warehouse
upvoted 3 times

YYCRMGuy Highly Voted 1 year, 6 months ago
It says right in the question that the current data warehouse already handles normalization and storage. They just need to be able to access it from the cloud, which is where data gateway comes in.
1-Data Gateway
2-Power BI
upvoted 24 times

stalex 11 months, 3 weeks ago
Most straight to the point answer
upvoted 1 times

nqthien041292 Most Recent 1 month, 2 weeks ago
Data Gateway & Power BI
upvoted 3 times

MrEz 3 months, 4 weeks ago
I understood the scenario like this:

Old data: an on-premises data warehouse and analytics solution -> to be kept for seven years, then turn off. No migration just access the data.

New Data in the Data Verse.

Current analytics bring both sources together.
After 7 Years all data is on data verse only.
upvoted 1 times

Hostt93 7 months, 3 weeks ago
IF you are planning to use azure analytical services then you'd need a Data Gateway which makes the answer incomplete.
upvoted 1 times

Laah_Kay 10 months, 2 weeks ago
The correct answer is
1-Data Gateway-Data Gateway can also be used to transform data before it's sent to cloud services, which is particularly useful for scenarios like data integration and data preparation so it does normalize data.
2-Power BI
upvoted 2 times

MEG_Florida 12 months ago
Data Gateway & Power BI:

It specifically states keeping using and supporting the existing data warehouse, which is doing the data storage and normalization. it doesn't say to move those abilities somewhere, it says to keep using this, so you need to use the Data Gateway and Power BI to make these requirements happen as Power BI needs the gateway.

If it said replace then I would say data lake and power bi, but it doesn't. Also the Teams integration object isn't correct, it's not talking about the type of data from Power BI for filtering etc. You need to simply embed Power BI into Teams to meet the requirement

upvoted 5 times

Aero_1898 12 months ago

to meet the requirements of the company, you can recommend using Azure Analysis Services for data storage and Power BI for visibility to key operational metrics from various teams channel.

Azure Analysis Services can be used to support the current data warehouse and retain at least seven years of historical data.
Power BI can be used to provide analytical information to executives in a Microsoft Teams channel to support business planning
Azure Analysis and Power bi

upvoted 1 times

Ninashnash 1 year, 2 months ago

Chat GPT suggests:
Neither Azure Data Lake nor Data Gateway is specifically designed for data storage and normalization of multi-dimensional data cubes. Instead, you should recommend using Azure Analysis Services, which is a fully managed platform as a service (PaaS) offering that can connect to the existing data warehouse and support drill-through capabilities into the data. Azure Analysis Services can also retain at least seven years of historical data and provides a scalable and cost-effective solution for data storage and normalization.

Additionally, to provide analytical information to executives in a Microsoft Teams channel, you can recommend using Power BI, which is a part of the Microsoft Power Platform. Power BI can connect to Azure Analysis Services and can be embedded within Microsoft Teams to support business planning.

upvoted 8 times

HiJaak 8 months, 1 week ago

You are right:
1. Azure Analysis Service should be the correct answer as the following are mentioned: "The company plans to replace the existing solution ..." and "... "the new solution must support the current data warehouse"
2. Power BI, is the way "...to provide analytical information..."

upvoted 2 times

Odidepse 1 year, 7 months ago

solution must support drill through capabilities in data, go for Power BI exposed on teams channels to show the key metrics that will provide the capability to drill through on a data

upvoted 1 times

CRMBug 1 year, 7 months ago

1. Azure Data Lake
2. Power BI

upvoted 1 times

Brooklyn_Itself 1 year, 7 months ago

It's sort of a trick question because the optimal architecture wouldn't actually involve Power Platform. Data Lake is the appropriate storage and normalization engine. Which forces Power BI to be the answer to question 2 for visibility (even if Teams integration object is better). This is one of those tricks, where you have to choose Power Platform approach based on wording of requirement.

upvoted 1 times

petertwilliams 1 year, 8 months ago

1st box: Azure Data Lake.
Yes, a Data Gateway would likely be needed as part of the solution. However, this doesn't provide "Data storage or normalization"; neither does Dataverse for Teams.
Azure Analysis Services is not a service used for "data storage"; not normalization either really.
This leaves Azure Data Lake. Yes, it can certainly store data and be normalized.

2nd box: Power BI.
Regarding Microsoft Teams Integration object:

This a feature used in a Canvas App. It provides the ability for the Canvas App to be aware from which Teams channel the user is using the app from. This also means, that the app is embedded into a Teams channel.
The app could have an embedded Power BI report. Potentially, this allows for a Power BI metric to be filtered according to the Team Channel the user is viewing the app from. However, this does not meet the requirement "Visibility to key operational metrics from various Teams channels".
PowerBI is the main player here in my opinion.
upvoted 4 times

ClairFraser 1 year, 10 months ago
1 - Data Gateway
2- Power BI

as per Icky, Azure Data Lake would replace the current warehouse system.
upvoted 3 times

BrettusMaximus 1 year, 11 months ago
1- Azure Analysis Service
2- Power BI
Azure Analysis Services is designed to perform analytics from a Data Warehouse and is held in a SQL style DB. The analytics can be kept for 7 years.
https://docs.microsoft.com/en-us/azure/analysis-services/analysis-services-overview
Power BI is typically a consumer of the Analysis service. Power BI can be added to teams.
upvoted 2 times

Gus23 2 years, 1 month ago
They are not replacing the on-prem DW
The DW consolidates and normalizes the data
1 - I'd simply go with a Data Gateway

2 - Power BI
Teams Integration Object, I believe, is referring to Canvas Apps. Cheers
upvoted 6 times

Vinz85 2 years, 1 month ago
For me is Analysis services (is used for the cubes and you trasform the data) and power bi
upvoted 3 times

Question #26 Topic 1

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

Suggested Answer: *A*
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

Community vote distribution
A (89%) 11%

ettie54f_p929n Highly Voted 2 years, 8 months ago
Selected Answer: A
Correct
upvoted 16 times

Aesam Most Recent 6 months, 1 week ago
Selected Answer: D
https://learn.microsoft.com/en-us/dynamics365/unified-service-desk/admin/call-center-challenges-how-unified-service-desk-can-help?view=dynamics-usd-4.2
https://learn.microsoft.com/en-us/dynamics365/unified-service-desk/admin/overview-unified-service-desk?view=dynamics-usd-4.2
https://learn.microsoft.com/en-us/dynamics365/unified-service-desk/admin/overview-unified-service-desk?view=dynamics-usd-4.2
upvoted 2 times

Parth91 1 year, 7 months ago
Selected Answer: A
A. Omnichannel for Customer Service is the recommended solution that meets all the requirements mentioned. Omnichannel for Customer Service offers a single, unified interface for handling customer interactions across multiple channels, such as chat, phone calls, emails, and online reviews. It also provides the ability to access information from multiple business applications. Moreover, it offers the feature of handling multiple customer interactions at once, increasing call center employee productivity. Therefore, Omnichannel for Customer Service is the right choice for this scenario.
upvoted 3 times

Newb007 1 year, 7 months ago
This is driving me nuts lol... my gut says they want us to pick USD. It's the perfect call centre scenario....thats what USD was deigned for... it meets all the requirements plus you can see ONLINE REVIEWS https://www.youtube.com/watch?v=-IS2SfDqA5A YES they are using D365 Customer Service but that can be accessed through USD... my head hurts...
upvoted 1 times

Druey 1 year, 5 months ago

This video might help you:
https://www.youtube.com/watch?v=xKV_QucSgoM
upvoted 1 times

Newb007 1 year, 7 months ago
ITS D !!!!!! https://learn.microsoft.com/en-us/dynamics365/unified-service-desk/admin/overview-unified-service-desk?view=dynamics-usd-4.2 https://learn.microsoft.com/en-us/dynamics365/unified-service-desk/admin/call-center-challenges-how-unified-service-desk-can-help?view=dynamics-usd-4.2
upvoted 1 times

Newb007 1 year, 7 months ago
"following channels: chat, phone calls, emails, and online reviews" From doc ---> "support customer communication in agent desktops over various channels such as chat, email, or telephone." "call center agents can expect to take not just phone calls, emails, and chats but also engage with customers through text messages, social channels, self-service websites, and website reviews."
upvoted 1 times

twosheds 1 year, 11 months ago
Selected Answer: A
Omnichannel for CS
upvoted 2 times

Edi41 1 year, 12 months ago
Selected Answer: A
A is correct
upvoted 1 times

Muzera 2 years, 1 month ago
Selected Answer: A
Correct
upvoted 1 times

AlRe 2 years, 3 months ago
Selected Answer: D
The requirement "Ensure that users can access information from several business applications." is my motivation to opt for D rather than a which is my 2nd choice.
upvoted 1 times

Fal991l 1 year, 8 months ago
AI: If only one solution is allowed, I would recommend **Unified Service Desk** as it provides a comprehensive set of features for building call center applications and increasing productivity for call center employees. It allows agents to get a unified view of customer data stored in Microsoft Dataverse and provides a single interface for agents to handle multiple customer interactions and access information from several business applications. It also includes features such as automatic loading of related records, agent scripting, and a configurable toolbar to increase productivity for call center employees.
upvoted 1 times

Fal991l 1 year, 8 months ago
Unified Service Desk is designed to provide a single interface for agents to handle multiple customer interactions and access information from several business applications. However, it does not natively support Live Chat and SMS channels. To integrate these channels with Unified Service Desk, you would need to use the **Dynamics 365 Channel Integration Framework** to integrate third-party channel providers or channel aggregators into the Unified Interface Apps[1].
upvoted 1 times

Icky 2 years, 7 months ago
Selected Answer: A
Omnichannel for Customer Service
upvoted 2 times

shaokaofanqie 2 years, 8 months ago
Correct
upvoted 3 times

Question #27 *Topic 1*

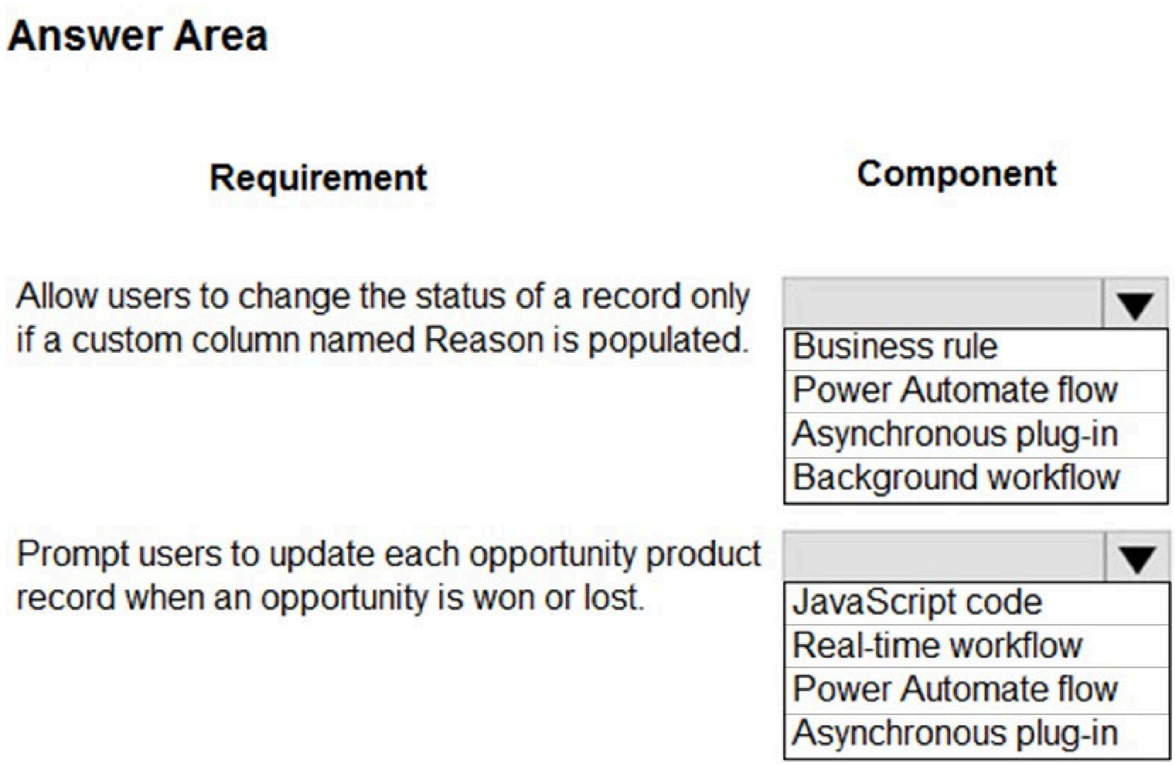
HOTSPOT -

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

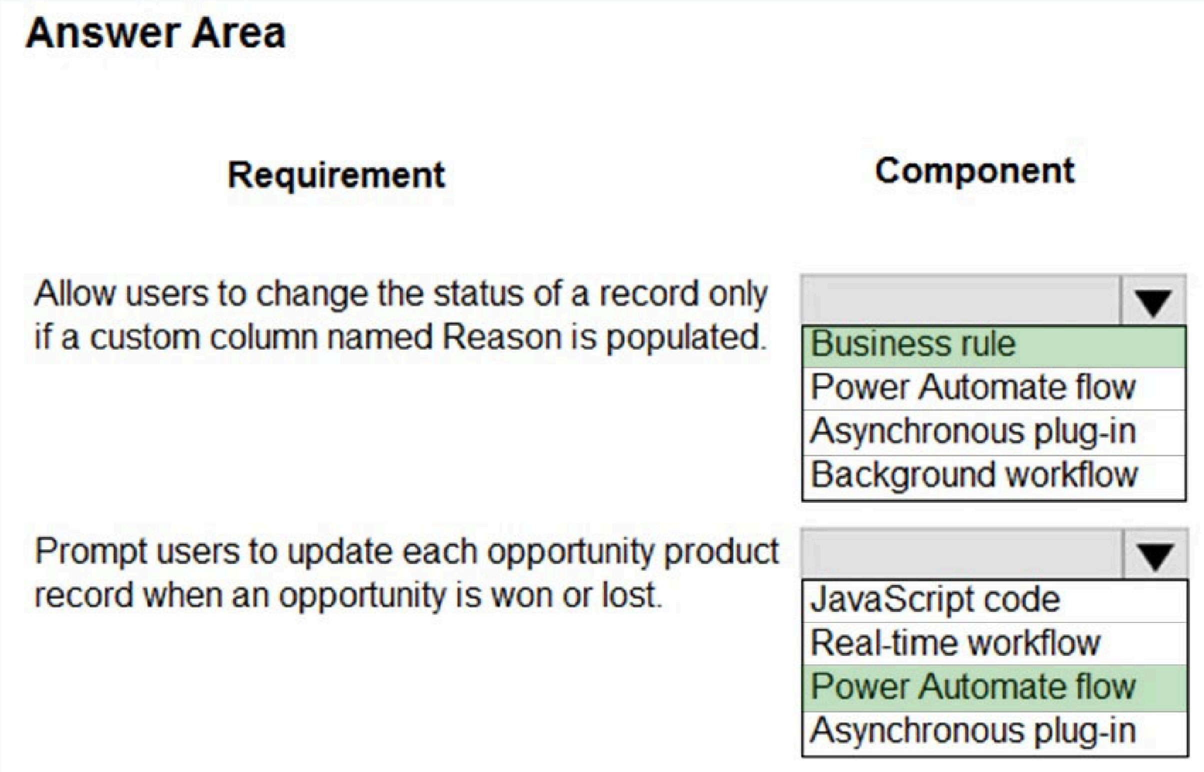
Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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 fast-changing and commonly used rules.

Box 2: Power Automate flow -

Trigger the Power Automate flow with ג€When a record is updatedג€, 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/

VJ345 Highly Voted 2 years, 8 months ago
Prompt users to update each opportunity product cannot be done via power automate flow. It has to be done via JavaScript.
Answer: Business Rule & Javascript
upvoted 60 times

wahaha 1 year, 10 months ago
"You are designing a Microsoft Power Platform solution for a company." Using Javascript seems weird to me considering the requirement. I'd go with PA Flow.
upvoted 4 times

Sri2020 2 months, 3 weeks ago
Hi @wahaha , Javascript is also part of power platform solutioning. we can't take out client scripting.
upvoted 1 times

Jnicosia 1 year, 1 month ago
ok your consideration, but Power Automate cannot be done... unless a push notification is considered as such.
upvoted 2 times

Tamim1210 2 years, 6 months ago
As per the following you can prompt using Power Automate: https://docs.microsoft.com/en-us/learn/modules/pad-message-boxes/
also the question indicates Power Platform not Dynamics
so the provided answer is correct Business Rule & Power Automate Flow
upvoted 8 times

nasuanda 2 years, 6 months ago
Sorry Tamim1210, but no. Requirement is not related to desktop flows, so RPA has nothing to do here.

Regards, MiTu
upvoted 12 times

Vin22CRM Highly Voted 2 years, 4 months ago
Should be Business Rule & Javascript
upvoted 8 times

Ysondh Most Recent 1 month, 3 weeks ago
I believe the answer should be Business rule and JS. Option 2 to prompt the user on action we cannot use Async processes which eliminates power automate or async plugins. This leaves us with synch processes

Real time workflow can prompt on error to prevent a save. We do not want to prevent a save in this action only to notify therefore JS will need to be used to Prompt the user via context.alertDialog function for example
upvoted 2 times

MrEz 10 months ago
I would say it cannot be async so power automate and async plug-ins are not an option.
What does prompt mean? Prompt to update? Kind of a for each bringing up the specific record and give the user the ability to 'update' the product (with what?). e.g. the user would have to e.g. indicate a sort order/priority?
or just prompt like a message...?
upvoted 1 times

MrEz 10 months ago
I go for real-time workflow and business rule.
upvoted 2 times

MODIN 8 months, 3 weeks ago
i also this is the correct answer
upvoted 2 times

umibozu 10 months, 1 week ago

1) br
2) real time workflow (but in deprecation) or js. no other way
upvoted 1 times

satishk4u 1 year ago
Business Rule & Power Automate
upvoted 2 times

Laah_Kay 1 year, 4 months ago
I will go with
1.Business Rule
2.Real-Time Workflow
upvoted 2 times

Aero_1898 1 year, 6 months ago
Business Rule and Real time work flow
upvoted 1 times

RichXP 1 year, 10 months ago
I would go with real time workflow for second one. see the video below. Basically, use it as business rule.
https://www.youtube.com/watch?v=DPB2FxI3Q1g
upvoted 3 times

brielladoll 2 years, 1 month ago
You can also prompt users using a real time workflow.
upvoted 1 times

AmineKolsi 2 years, 1 month ago
You cannot retrieve all oportunity's opportunity product records with a real time workflow.
upvoted 1 times

meg111111111111 1 year, 9 months ago
I would use the real time workflow to create an error message to prompt the user that opportunity product records need updating. so you wouldn't need to drill down through tables, its just a prompt.
upvoted 1 times

Mustaque 2 years, 4 months ago
Answers are correct. BR and Power Automate.

The question didn't talk about real time prompt in the app. So we can use the PA to trigger based on that condition and email the user with the link to review the opportunity record. Also even with JS, how will you prompt if user is in a different entity (say eg Accounts) and the opportunity status is updated as closed/won by different conditions/background processes.
upvoted 5 times

ClairFraser 2 years, 3 months ago
Sending an email is a very lax interpretation of prompting the user. I go with JS on the Won button.
upvoted 5 times

m3ngi3 2 years, 4 months ago
The only reason why Power Automate Flow could be considered an answer is if the prompt does not need to be immediately when setting Oppt to Won or Lost... considering the specification of mentioning Oppty Product (a n:1 table related to Oppty table) I can live with the prompt being "asynchronous" to the Oppty update.
upvoted 1 times

BrettusMaximus 2 years, 5 months ago
Answer: Business Rule & Realtime work flow
Realtime workflows were around before power automate and can action rules and request user input and display messages. Yes, it is now deprecated but still valid (how old is this question).
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-dialogs-guided-processes?view=op-9-1
See examples
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time-workflows?view=op-9-1
https://www.youtube.com/watch?v=DPB2FxI3Q1g
upvoted 4 times

rogrod 2 years, 2 months ago

Real-time workflow are not deprecated... Only dialogs for now. MS recommends replacing asyn workflows with PA flows, but real-time workflows still work and have not been deprecated in any way.
In this case, PA is async, so it doesn't make sense to "prompt" the user. Only JS and real-time workflows can do it.
But the only way a real-time workflow can prompt the user is by forcing an error..... and then opp will not be closed (because same transaction). And also, if it is done like this, any attempt to close an opportunity will fail, not only those that the user tries to close from the form but any attempt to close the opportunity, therefore it is not a valid option.
So, better answer is A (JavaScript)
upvoted 3 times

mscert_iy 2 years, 6 months ago
Business Rule + JavaScript. All the links below are about desktop flows, which would not prompt when an opportunity is won or lost. That trigger and a dialog can easily be wired in with JavaScript.
upvoted 2 times

Icky 2 years, 7 months ago
Business Rule & Power Automate Flow https://docs.microsoft.com/en-us/learn/modules/button-user-input/
upvoted 5 times

niru13 2 years, 7 months ago
Using Power automate flow can prompt message
docs.microsoft.com/en-us/power-automate/desktop-flows/actions-reference/display#showmessagedialog
upvoted 2 times

avow 2 years, 6 months ago
This is for Desktop flows. This would not work as it would be in the background of this situation.
upvoted 3 times

ettie54f_p929n 2 years, 7 months ago
Business Rule & Powe Automated Flow
upvoted 2 times

Dynamic_MD 2 years, 7 months ago
How to prompt user by Power Automated Flow, can you share any reference link?
upvoted 1 times

Tamim1210 2 years, 6 months ago
https://docs.microsoft.com/en-us/learn/modules/pad-message-boxes/
upvoted 1 times

umibozu 10 months, 1 week ago
this link refers power automate DESKTOP.. we are now on model driven app
upvoted 1 times

Question #28 *Topic 1*

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

Suggested Answer: *A*
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.
Incorrect Answers:
D: Unified Service Desk for Microsoft Dynamics 365 provides a configuration-based framework for quickly building agent applications for call centers.
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

Community vote distribution
A (62%) C (33%) 5%

Icky Highly Voted 2 years, 7 months ago
Selected Answer: A
A is correct
upvoted 14 times

avow Highly Voted 2 years, 3 months ago
Selected Answer: C
This is a trick question. The answer is C as we have to use Leads. This is a restricted table to Dynamics 365 Sales and has it's own app. As BrettusMaximus has mentioned it also has its own scanning ability.
upvoted 8 times

noor9saleem 5 days, 6 hours ago
even if Lead is restricted in D365 CE Mobile App it can be enabled for mobile client
upvoted 1 times

ohayl 9 months, 4 weeks ago
lead is not restricted based on this
https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-restricted-entities
upvoted 2 times

Faissalelb Most Recent 4 months ago
Selected Answer: A
a correct
upvoted 1 times

MaitreMelanie 9 months, 2 weeks ago

Since 2022, tables like Leads and Opportunity are not restricted tables. https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-restricted-entities

upvoted 2 times

Lago 10 months ago

Selected Answer: A

I'll go with A on my exam. The Barcode scanner part makes me discard everything else.

upvoted 2 times

redleo85 1 year ago

According to this link you can add a barcode scanner control to Field Service: https://learn.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-barcode-scanning

I could add a barcode scanner control to any model driven app. So answer C seems the most likely.

upvoted 1 times

Alexola 1 year, 5 months ago

Selected Answer: C

I'm pretty sure C is correct in 2023. Sure hoping this question is revised soon.

Reason : You can basically add a Barcode Scanning Custom Control on any Single Line of Text field of any for in any Model Driven App Form. This fulfils the technical requirement that was "a problem". The rest of the described requirements are standard functionality for Dynamics 365 Sales. Don't really get why Customer Service is in the mix there, making it seem like choosing Sales is a bad idea.

upvoted 3 times

MEG_Florida 1 year, 5 months ago

C: Folks are saying they don't have barcodes. That is not what it says. It says they have no PHYSICAL barcode readers, NOT that they do not want to scan / do not have barcodes. And this has the ability built int.

Yes you can certainly use A as an answer, but it requires you to then build a canvas app to put data into a table that is already supported with barcodes in answer C

upvoted 1 times

Doyne 1 year, 10 months ago

A is correct. "Dynamics 365 mobile app" can mean the same as C "Dynamics 365 Customer Service and Dynamics 365 Sales". The canvas app in A gives client the ability to scan from their phone, no barcode scanner needed.

upvoted 2 times

Abed4444 1 year, 10 months ago

Selected Answer: A

A is correct

upvoted 2 times

AP2020 1 year, 11 months ago

Selected Answer: C

Correct

upvoted 2 times

rayista 2 years ago

Selected Answer: A

Agree with A

upvoted 2 times

Odidepse 2 years, 1 month ago

Presented answer is correct. Your solution must have the capability to scan product barcodes and since sales team does not have physical bar codes, you can build a barcode scanning app using Canvas apps and have the D365 mobile app (can be any module) to qualify leads to contacts and quotes to orders.

upvoted 1 times

tavadi 2 years, 1 month ago

Guys, we don't need to scan anything, company doesn't even have barcode scanners

upvoted 2 times

kangtamo 2 years, 4 months ago

Selected Answer: A

A is more likely the answer.

upvoted 4 times

BrettusMaximus 2 years, 5 months ago

Answer: C Dynamics 365 Customer Service and D365 Sales.

Converting leads and orders is pure Sales.

Barcode scanning can be done as follows without a mobile app or canvas app:

https://blog.magnetismsolutions.com/blog/satyvirjasra/2017/10/02/how-to-scan-barcode-labels-in-microsoft-dynamics-365

upvoted 7 times

ArezouDynamics 2 years, 3 months ago

I agree with quote and order native processes in sales. but having customer service in the answer as well makes it a bit off-track. So, I'll go with Mobile answer (B) because that's Barcodes are just available on Mobiles and Tablets right and that's how makes the answer always right.

upvoted 1 times

ClairFraser 2 years, 5 months ago

Selected Answer: B

It is possible to scan barcodes also in model driven app on the phone, especially if it is part of a process in such app:

https://docs.microsoft.com/en-us/power-apps/developer/model-driven-apps/clientapi/reference/xrm-device/getbarcodevalue

upvoted 2 times

Question #29 *Topic 1*

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.
NOTE: Each correct selection is worth one point.

A. Dynamics 365 Customer Service

B. Power Virtual Agents

C. Power BI

D. Dynamics 365 Customer Voice

Suggested Answer: *AB*
Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Use Dynamics 365 Customer Service to:
✑ 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

Community vote distribution
AB (100%)

Parth91 Highly Voted 7 months, 3 weeks ago
Selected Answer: AB
A. Dynamics 365 Customer Service for tracking support cases, first response time, and resolution time, and for setting up different priority levels for cases.

B. Power Virtual Agents for including a chat-like interface that allows managers to check the status of cases with minimal manual searching.
upvoted 9 times

EsePe Most Recent 4 months, 3 weeks ago
Selected Answer: AB
Correct
upvoted 1 times

cengs 11 months ago
Selected Answer: AB
Correct
upvoted 1 times

PSobczak 1 year ago

Selected Answer: AB

Correct

upvoted 4 times

rayista 1 year ago

Selected Answer: AB

correct

upvoted 2 times

Odidepse 1 year, 1 month ago

Correct

upvoted 1 times

Muzera 1 year, 1 month ago

Selected Answer: AB

Correct

upvoted 1 times

avow 1 year, 3 months ago

Selected Answer: AB

Correct. Power Virtual agent would fit the minimum manual search requirement because it requires little effort from the end user.

upvoted 3 times

Vin22CRM 1 year, 4 months ago

Correct

upvoted 1 times

Icky 1 year, 7 months ago

Selected Answer: AB

AB is correct

upvoted 4 times

Dynamic_MD 1 year, 7 months ago

Selected Answer: AB

I am sure about 1st answer and guessing 2nd as B because of line "chat like interface with minimum manual search"

upvoted 3 times

Question #30 *Topic 1*

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 a JavaScript code.

C. Use the Ribbon Workbench.

D. Use the form editor.

Suggested Answer: *BC*
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

Community vote distribution
BC (100%)

PSobczak Highly Voted 1 year ago
Selected Answer: BC
Quite funny that on egxam there is question about community tool. Bizarre
upvoted 6 times

Brooklyn_Itself 12 months ago
This is Microsoft official workbench toolkit https://learn.microsoft.com/en-us/power-apps/developer/model-driven-apps/customize-commands-ribbon
upvoted 1 times

stalex 5 months, 3 weeks ago
The link you provided clearly states:

You can also use a community tool, Ribbon Workbench, to visually edit ribbons using the UI.
Note: Microsoft does not provide help or support for community tools. To obtain support or help to use these programs, contact the program publisher.
upvoted 2 times

babyblue Most Recent 7 months, 2 weeks ago
Why not use a businessrule to hide section?
upvoted 1 times

stalex 5 months, 3 weeks ago
I guess because if you're using Ribbon Workbench you're writing some code anyway. Since we can choose only two options from the answers I would go with JS and Ribbon Workbench.
upvoted 1 times

Druey 5 months, 3 weeks ago
You cannot hide an entire form section via Business Rules. That is something you can do only do via Javascript.
upvoted 2 times

Parth91 7 months, 3 weeks ago
Selected Answer: BC
B. Write a JavaScript code and C. Use the Ribbon Workbench would be the recommended tools/technologies for the developer to achieve the desired functionality. The JavaScript code will be used to implement the logic for displaying the hidden section of the form based on specific

criteria. The Ribbon Workbench is a tool used for customizing the ribbon interface and adding custom buttons to it, which can trigger the JavaScript code on button click.

upvoted 3 times

Muzera 1 year, 1 month ago

Selected Answer: BC

BC is correct.

upvoted 2 times

Vin22CRM 1 year, 4 months ago

We are still using Ribbon Workbench.

So BC is correct.

upvoted 2 times

avow 1 year, 6 months ago

JAVI1771 - Ribbon workbench is still in use, even with the new tool as it can not do everything that workbench does. At least not yet.

upvoted 3 times

Icky 1 year, 7 months ago

Selected Answer: BC

BC is correct

upvoted 4 times

Dynamic_MD 1 year, 7 months ago

Selected Answer: BC

Correct

upvoted 3 times

JAVI1771 1 year, 7 months ago

Workbench is actually not used anymore as the Model Driven apps allow adding buttons way much easier. However this is a new future. If I get this question I´m sending feedback.

upvoted 4 times

gursimran_s 1 year, 7 months ago

Selected Answer: BC

correcto

upvoted 4 times

VJ345 1 year, 8 months ago

Correct

upvoted 2 times

Question #31 Topic 1

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.

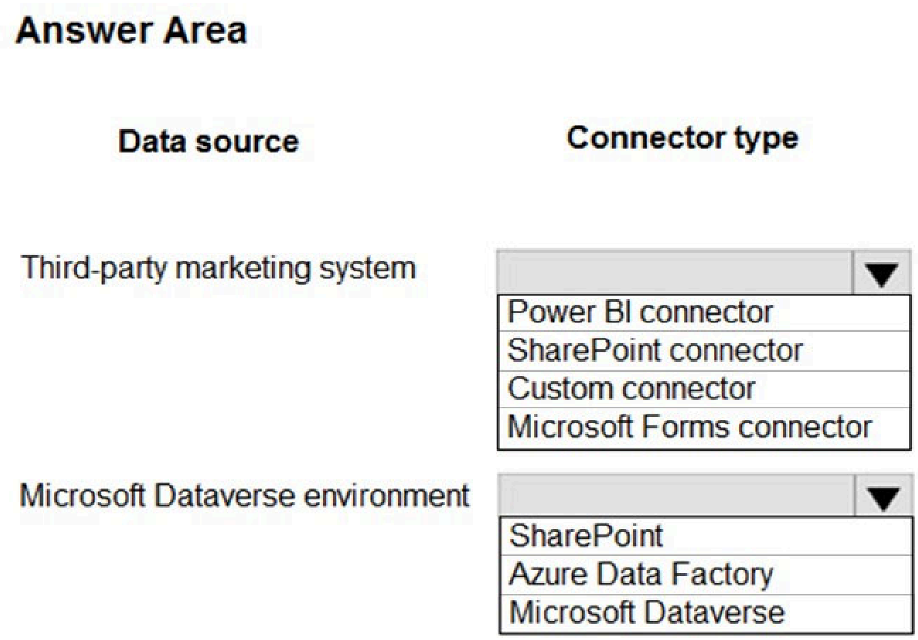
✑ A separate Microsoft Dataverse environment.

You need to recommend Power Automate connectors for the app.

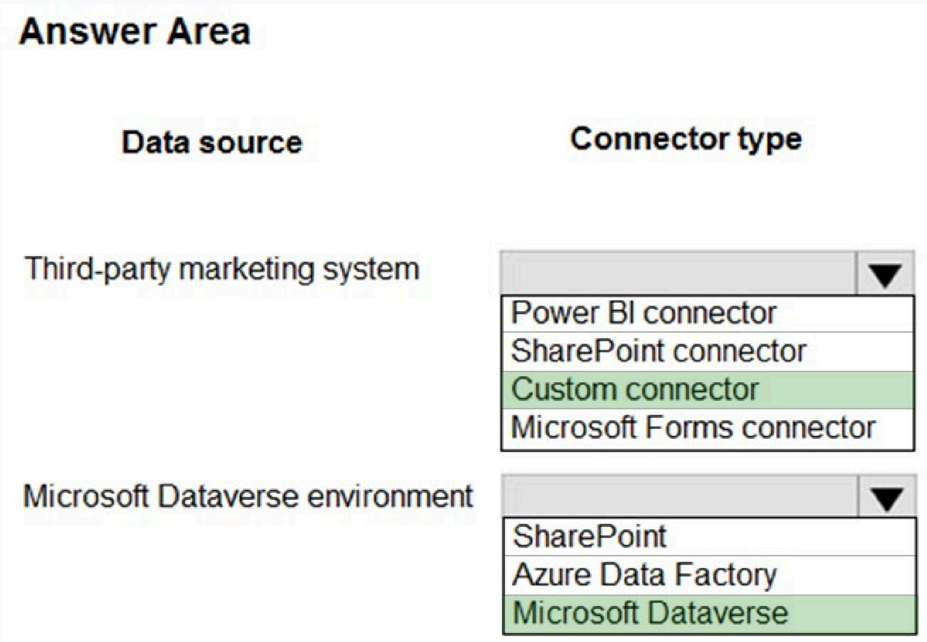
Which connectors should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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

VJ345 Highly Voted 2 years, 2 months ago
Correct
upvoted 26 times

mgharably Most Recent 1 month ago
For question two: azure data factory if the env is in a different tenant
If in the same tenant dataverse connector will work
upvoted 2 times

klkl03 2 months, 3 weeks ago
Correct. Dataverse connector allows selecting environments now:
https://learn.microsoft.com/en-us/power-automate/dataverse/connect-to-other-environments
upvoted 2 times

EgyEng 1 year, 4 months ago
Custom connector & Azure data factory,
Dataverse (Legacy) connector is deprecated

https://learn.microsoft.com/en-us/power-platform/important-changes-coming
upvoted 1 times

EgyEng 1 year, 4 months ago
After digging more, ADF is a pipeline to ETL data between data base and azure storage, So please ignore my comment... it should be Custom connector & DV
upvoted 6 times

Kepty 1 year, 9 months ago
First correct, second should be Azure Data Factory. Dataverse connector cannot connect to separated dataverse environment in flow... Tricky one
upvoted 2 times

petertwilliams 1 year, 8 months ago
You make a good point; however, the question is vague. The data source for part 1 states "Microsoft dataverse environment" not a "separate Microsoft Dataverse environment" (as the preamble section does). A Microsoft Dataverse connector will still be used for updating data in the environment in which the model-driven app is being developed.
This is indeed tricky, and I think you are right, the second should be Azure Data Factory. However, there is also a significant change we are over thinking this.
upvoted 1 times

PSobczak 1 year, 6 months ago
You can with connector that is legacy - Microsoft Dataverse (legacy) - it allow you to connect to selected env.
upvoted 1 times

ddu 1 year, 12 months ago
If the goal is to send data to a separated dataverse environment, then Dataverse Connector cannot be used since this is not possible to select a specific environment when the connector is added on a flow.

So second answer should be 'Azure Data Factory'
upvoted 4 times

mister_exam 1 year, 9 months ago
You could always create a custom connector that references to a seperate environment, thus fulfilling the requirement. Custom Connector + MS Dataverse is correct.
upvoted 1 times

ddu 1 year, 12 months ago
Except of course if we use the "Dataverse Connector (Legacy)" but not sure this decision would be future proof
upvoted 1 times

lacoona 2 years ago
CORRECT
upvoted 1 times

Icky 2 years ago

Custom Connector and Microsoft Dataverse is correct

upvoted 3 times

ettie54f_p929n 2 years, 2 months ago

Correct!

upvoted 3 times

shaokaofanqie 2 years, 2 months ago

correct

upvoted 4 times

Question #32 *Topic 1*

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.

NOTE: Each correct selection is worth one point.

A. Power Apps portal

B. Power Virtual Agents

C. Customer Insights

D. Business process flow

Suggested Answer: *AD*

A: Portal search needs Dataverse search feature to be enabled at Dataverse environment

To enable Dataverse search:

1. In theג€‰Power Platform admin center, select an environment.
2. Selectג€‰Settingsג€‰>ג€‰Productג€‰>ג€‰Features.
3. Underג€‰Search, setג€‰Dataverse searchג€‰toג€‰On.
4. Selectג€‰Save.

Once the index is provisioned, it may take anywhere between an hour or more to complete a full sync for average size organizations, to a couple of days for large size organizations.

Benefits include: Provides intelligent search by applying AI technology to interpret natural language such as misspellings, common abbreviations, and synonyms to deliver quality results.

D: Customers must contact a customer service agent as required.

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. This user experience can be tailored so that people with different security roles can have an experience that best suits the work they do.

Reference:

https://docs.microsoft.com/en-us/power-apps/maker/portals/configure/search https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview

Community vote distribution

AB (94%) 4%

DavidELong Highly Voted 2 years, 3 months ago

Selected Answer: AB

Business Process Flows are for licensed users, not customers. They also do not provide a method to contact agents. Power Virtual Agents on the portal will assist customers with contacting a live agent if they need assistance.

upvoted 27 times

Abdullah_Awad Highly Voted 2 years ago

Selected Answer: AB

AB should be correct

upvoted 10 times

Raghav123C Most Recent 5 days, 6 hours ago

Selected Answer: AB

Correct

upvoted 1 times

arcturus10 4 months, 1 week ago

Selected Answer: AB

AB is correct. BPF and Customer Insights can only be used by licensed users. Portal is for customers and PVA to enable search capabilities

upvoted 2 times

nqthien041292 5 months, 1 week ago

Selected Answer: BD

B. Power Virtual Agents: This tool enables the creation of chatbots that can handle natural language queries, making it ideal for allowing customers to search for vehicle issues using natural language expressions. The chatbot can be configured to understand and respond to various customer inquiries effectively.

D. Business process flow: This feature can be used to guide customers through a structured process, including escalating issues to a customer service agent when necessary. It ensures that customers are directed through a consistent and efficient workflow, which can include contacting support when required.

These features combined will help in creating a seamless experience for customers searching for vehicle issues and getting in touch with support when needed.

upvoted 1 times

thachy 11 months, 1 week ago

Selected Answer: AB

A and B is correct

upvoted 1 times

MagoNero 1 year, 3 months ago

Selected Answer: BD

Power Virtual Agents: This feature allows customers to search for vehicle issues using natural language expressions. It enables the creation of chatbots that can understand and respond to customer queries, providing a conversational experience.

Business process flow: This feature helps customers contact a customer service agent as required. It provides a visual representation of the steps involved in a business process, guiding users through the necessary actions and ensuring a smooth customer service experience.

These two features combined will help the national vehicle repair company meet its requirements effectively.

upvoted 1 times

EsePe 1 year, 4 months ago

Selected Answer: AB

A and B is correct

upvoted 2 times

Brooklyn_Itself 2 years, 1 month ago

AB for sure

upvoted 2 times

Muzera 2 years, 1 month ago

Selected Answer: AB

AB is correct

upvoted 3 times

[Removed] 2 years, 1 month ago

Selected Answer: AB

BPF are not exposed to customers

upvoted 1 times

mister_exam 2 years, 3 months ago

AB, because of the need to contact a customer service representative.

upvoted 2 times

AlRe 2 years, 3 months ago

Selected Answer: AD

I think A is clear.

So why is D supposed to be correct? My idea is the phrase "Customers must contact a customer service agent as required." is the key: The customer service agent is lead by a BPF, hence the customer indirectly as well.

upvoted 1 times

MrEz 10 months ago

Customers must contact a customer service agent as required.

as required... --> is it optional? (as required: as he requires and if he requires not... he is free to go)

or is it normal to force a customer to mandatory do something? not very customer friendly..
upvoted 1 times

kangtamo 2 years, 3 months ago

Selected Answer: AB

AB should be the answer.
upvoted 2 times

ClairFraser 2 years, 3 months ago

Selected Answer: AB

Use Power Virtual Agents as a portal component:

https://docs.microsoft.com/en-us/power-platform-release-plan/2021wave1/power-apps-portals/power-virtual-agents-as-component-power-apps-portals-studio
upvoted 3 times

Question #33 *Topic 1*

You are implementing a solution that includes applications which perform high-volume Microsoft Dataverse operations.
The applications must not experience a loss of functionality or loss of performance due to service protection API limits.
You need to evaluate metrics for the service protection API limits.
Which three metrics should you evaluate? Each correct answer pat of the solution.
NOTE: Each correct selection is worth one point.

A. Amount of API calls made within plug-in code.

B. Number of API requests per web server.

C. Amount of execution time that can be used for each connection.

D. Number of concurrent connections per user account.

E. Number of API requests per connection.

Suggested Answer: *CDE*
Service protection API limits are enforced based on three facets:
(E) The number of requests sent by a user.
(C) The combined execution time required to process requests sent by a user.
(D) The number of concurrent requests sent by a user.
Reference:
https://docs.microsoft.com/en-us/power-apps/developer/data-platform/api-limits

Community vote distribution
CDE (100%)

EgyEng Highly Voted 4 months, 2 weeks ago
Correct

C. Amount of execution time that can be used for each connection. (20 minutes)
D. Number of concurrent connections per user account. (not more than 52)
E. Number of API requests per connection. (not more 6000)
upvoted 10 times

7acdde5 Most Recent 1 month ago
Selected Answer: CDE
CDE are correct
upvoted 3 times

MS_KoolaidMan 3 months, 3 weeks ago
Selected Answer: CDE
C. Amount of execution time that can be used for each connection.
D. Number of concurrent connections per user account.
E. Number of API requests per connection.
upvoted 3 times

BabuMaddineni 8 months, 3 weeks ago
Service protection API limits are enforced based on three factors:
The number of requests that a user sent
The combined execution time that is required to process the requests that a user sent
The number of concurrent requests that a user sent. Given answer is correct C, D, E
upvoted 3 times

RyGuy2 9 months, 1 week ago
A can be ruled out. I feel like B should be one of the correct answers as the docs state "Each web server available to your environment will enforce these limits independently". C is definitely an answer. As for D or E, I'm not positive.
upvoted 1 times

ArezouDynamics 9 months, 2 weeks ago

I go with A, B, E.

https://learn.microsoft.com/en-us/power-apps/developer/data-platform/api-limits

upvoted 1 times

SaschaB 9 months, 1 week ago

A is definitely wrong. According to your source: "Service protection limits are not applied to plug-ins and custom workflow activities. Plug-ins and custom workflow activities are uploaded and run within the isolated sandbox service. Dataverse operations invoked on the sandbox service do not use the public API endpoints."

Given Answers CDE should be correct.

upvoted 6 times

Question #34 *Topic 1*

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.

Select and Place:

Tools

- Business Rule
- Workflows
- Business process flow

Answer Area

Requirement	Tool
Users must follow the same set of steps each time they process opportunities.	Tool
For opportunities with values greater than $20,000, a follow-up date and second contact field must appear on the form.	Tool
An error message must display if a follow-up date is not within seven days of the opportunity creation date.	Tool

Suggested Answer:

Tools

- Business Rule
- Workflows
- Business process flow

Answer Area

Requirement	Tool
Users must follow the same set of steps each time they process opportunities.	Business process flow
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

Box 1: Business process flow -

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. This user experience can be tailored so that people with different security roles can have an experience that best suits the work they do.

Box 2: Business Rule -

Action on fields are handled by Business Rules.

Box 3: Workflows -

Workflows automate business processes. People usually use workflow processes to initiate automation that doesn't require any user interaction.

Reference:

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

davzi Highly Voted 1 year, 3 months ago

It should be Business Rule for the last one. You can have a show error message action with the condition based on a formula - created on plus 7 for example

upvoted 43 times

stalex Highly Voted 5 months, 3 weeks ago

I am surprised someone said workflows on the third option.

https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-create-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.

Correct answers as far as I know: BPF, BR, BR

upvoted 13 times

Dude Most Recent 6 months, 3 weeks ago

if I did not try and build this, I would never have believed it would be possible with a Business Rule for the third option, but it absolutely is possible.

I created two columns Date A and Date B, then create a business rule with the following condition. Give it a try!

IF

Date B greater than Date A + "7" days

THEN

Show the error message "Date B is beyond & days past Date A" against field Date B

upvoted 6 times

> **Dude** 6 months, 3 weeks ago
>
> Error message should ready as follows
>
> Date B is beyond 7 days past Date A
>
> Also forgot to confirm,
>
> A) Business Process
>
> B) Business Rule
>
> C) Business Rule
>
> Just an FYI, if you can avoid using real-time or async processes, do so. An yes, it is also possible to throw an error message with a real-time workflow, but I think the Business Rule will be cleaner and less resource intensive.
>
> upvoted 6 times

dlnuser 10 months, 3 weeks ago

Using a workflow to show an error message to the user is really not the best approach, workflow error messages can be difficult to interpret for users, whereas BR error messages are displayed directly on the field that's causing the error. BRs also support comparing two dates as a condition. The answer should be BPF - BR - BR.

upvoted 8 times

ClairFraser 1 year, 3 months ago

Correct!

C cannot be Business Rule because the conditions editor for the business rule do not allow such a comparison.

upvoted 13 times

> **ArezouDynamics** 1 year, 3 months ago
>
> BR supports the less than and greater than and u can also use formula as the Type to make the desired date against which u want to apply the rule.
>
> upvoted 10 times

Question #35	Topic 1

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.

Hot Area:

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 Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	Azure Relay Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	Azure Event Hubs Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	Azure Logic Apps Azure Functions Azure Service Bus

Suggested Answer:

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** Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	**Azure Relay** Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	**Azure Event Hubs** Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	Azure Logic Apps **Azure Functions** Azure Service Bus

Box 1: Azure Service Bus -

Post requests to a system that is not always available and limited in its ability to process high volumes of messages.
Azure Service Bus is a fully managed enterprise message broker with message queues and publish-subscribe topics (in a namespace).
Service Bus is used to decouple applications and services from each other, providing the following benefits:
Load-balancing work across competing workers
Safely routing and transferring data and control across service and application boundaries
Coordinating transactional work that requires a high-degree of reliability

Box 2: Azure Relay -
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
The Azure Relay service enables you to securely expose services that run in your corporate network to the public cloud. You can do so without opening a port on your firewall, or making intrusive changes to your corporate network infrastructure.
The relay service supports the following scenarios between on-premises services and applications running in the cloud or in another on-premises environment.
Traditional one-way, request/response, and peer-to-peer communication
Event distribution at internet-scope to enable publish/subscribe scenarios
Bi-directional and unbuffered socket communication across network boundaries

Box 3: Azure Event hub -
Stream large volumes of data from the company's website to a live Power BI dashboard.
Event Hubs is a fully managed, real-time data ingestion service that's simple, trusted, and scalable. Stream millions of events per second from any source to build dynamic data pipelines and immediately respond to business challenges.

Box 4: Azure Functions -
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.
One of three Azure Functions billings option is completely serverless, with the consumption plan based on resources consumed and number of executions.
Incorrect:
Logic Apps has a pure pay-per-usage billing model. You pay for each action that gets executed. It's important to be aware that you also need to pay for polling triggers, which can be a hidden cost.
Reference:
https://docs.microsoft.com/en-us/azure/service-bus-messaging/service-bus-messaging-overview https://docs.microsoft.com/en-us/azure/azure-relay/relay-what-is-it https://azure.microsoft.com/en-us/services/event-hubs/ https://walkerscott.co/2020/03/azure-logic-apps-vs-azure-functions/

avow Highly Voted 2 years, 3 months ago
#4 should be Logic Apps.
upvoted 15 times

qub3 4 months ago
endorsed by chatGPT
upvoted 1 times

Brooklyn_Itself 2 years, 1 month ago
Yes, 4 should be Logic Apps
upvoted 3 times

andreas_87 2 years, 3 months ago
think about the cost for something like that, its consumption plan...
upvoted 2 times

SaschaB 2 years, 3 months ago
Definitely. It's how the market LogicApps, you *can* use consumption but have a standard plan for bigger scenarios.
Side note: we got a Logic App integration scenario for a couple customers. If you do your sizing correctly the cost isn't an issue.
upvoted 1 times

nqthien041292 Most Recent 5 months, 1 week ago
Post requests to a system that is not always available and limited in its ability to process high volumes of messages:
Azure Service Bus1 provides reliable message queuing and durable publish-subscribe messaging, making it suitable for intermittent connectivity and varying loads.
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps:

Azure Relay2 enables hybrid connections without requiring changes to corporate firewall or network infrastructure.
Stream large volumes of data from the company's website to a live Power BI dashboard:
Azure Event Hubs3 is designed for ingesting massive amounts of event data in real-time and streaming it into data processing tools or storage systems.
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis:
Azure Logic Apps4 provides scalable integrations across different services with pay-as-you-go pricing.
upvoted 1 times

BrahderLau 1 year, 9 months ago
Since the question did not mention to use solution with minimal possible cost, I would go for Azure Logic Apps for #4 as it is more appropriate for an "enterprise-level integrations" secnario
upvoted 1 times

RichXP 1 year, 10 months ago
I would go with logic apps for question 4. both logic apps and functions are billed by consumption basis, logic apps focus on workflow and functions on functions. Based on question, workflow seems more apriority here
upvoted 1 times

Flatternschuchtern 1 year, 11 months ago
Answers are correct. Azure functions use consumption model too, allow for more functionality and are in fact usually much cheaper than logic apps
upvoted 4 times

[Removed] 2 years, 1 month ago
I think from an enterprise perspective, logic apps are a best answer to number 4:
https://learn.microsoft.com/en-us/azure/azure-functions/functions-compare-logic-apps-ms-flow-webjobs
upvoted 1 times

petertwilliams 2 years, 2 months ago
All provided answers are correct, I think.
For #4, Azure Functions "Support" enterprise-level integrations. A logic app or Power Automate Flow can call an Azure Function to perform a complex calculation/logic.
upvoted 1 times

Question #36 *Topic 1*

DRAG DROP

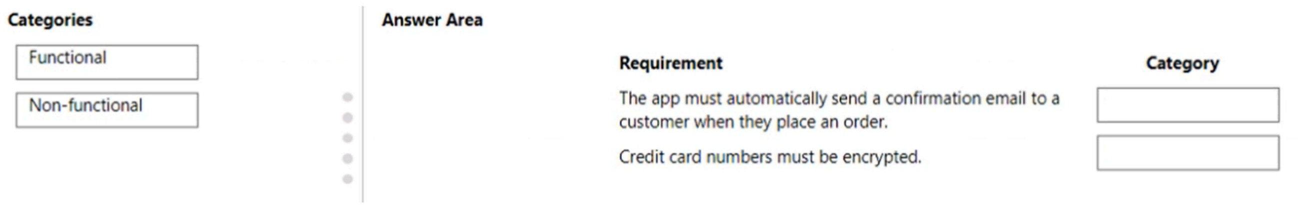
-

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

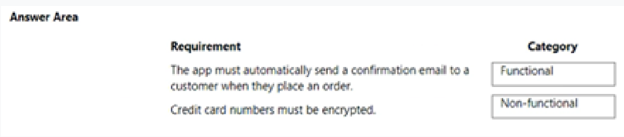
You need to identify requirement types for the app.

How should you categorize the requirements? To answer, drag the appropriate types to the correct requirements. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Suggested Answer:



MrWood47 Highly Voted 10 months, 2 weeks ago

Correct!

upvoted 10 times

JP_AA Most Recent 1 month, 2 weeks ago

correct

upvoted 2 times

EsePe 4 months, 3 weeks ago

Answer is correct

upvoted 2 times

Parth91 7 months, 3 weeks ago

The given answers are correct.

upvoted 2 times

Suryasish 8 months, 2 weeks ago

correct

upvoted 1 times

Question #37 *Topic 1*

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. App uptime of at least 99.9 percent

B. Azure Active Directory federated single sign-on (AAD federated SSO)

C. Microsoft standardized license agreement and privacy policy

D. Reduced coding efforts because anyone can publish in AppSource

E. Free trial before committing to any additional costs

Suggested Answer: *CDE*

Community vote distribution

ABE (76%) CDE (20%) 4%

dlnuser Highly Voted 1 year, 10 months ago

Selected Answer: ABE

The correct answer is ABE. See the AppSource app review guidelines here: https://smp-prod-pb-wus-cdn.azureedge.net/documents/AppsourceGuidelines/Microsoft%20AppSource%20app%20review%20guidelines_v5.pdf

C is wrong because AppSource apps can have their own licence agreement separate from the Microsoft service agreement and their own privacy policy. D is wrong because while it is true that anyone can publish an app to AppSource, given that they meet Microsoft's partnership criteria and that their solution meet the app review guidelines, it does not have a direct effect on the amount of coding required (the only thing that has an effect is whether or not an appropriate app exists on the AppSource). It's just a very oddly worded statement.

upvoted 15 times

Parth91 1 year, 7 months ago

Option A, "App uptime of at least 99.9 percent", is not a benefit of using Microsoft AppSource. Although Microsoft AppSource provides a marketplace for third-party solutions, it does not guarantee the uptime of those solutions. The uptime of each solution listed on AppSource depends on the solution itself and the infrastructure it is hosted on.

Option B, "Azure Active Directory federated single sign-on (AAD federated SSO)", is also not a benefit of using Microsoft AppSource. While AppSource supports Azure Active Directory (AAD) for authentication, it does not specifically offer AAD federated single sign-on as a benefit. AAD federated SSO is a feature of Azure AD that allows users to access multiple applications with a single set of login credentials, and it is not related to the functionality of AppSource.

upvoted 2 times

MEG_Florida 1 year, 5 months ago

Same as my response to the 99.9%. It does in fact require that the app support this. So again it depends on whos viewpoint you are describing the benefits.

upvoted 1 times

MEG_Florida 1 year, 5 months ago

Actually not true. But it depends on whos viewpoint you are describing the benefits. While it doesn't directly measure an apps uptime, it does require that your published app have at least 99.9 uptime so from a customers perspective, an app it see's that's a huge benefit.

upvoted 1 times

HiJaak 1 year, 2 months ago

Even if I don't like the answer, ABE is the correct answer, as all of them are "required" for AppSource as @dlnuser posted in the guidelines link.

upvoted 1 times

AleMar153 11 months, 1 week ago

D does not mean that AppSource solutions are less code-intensive, but that you as environment manager, can benefit from a pre-existing solution instead of building the functionality on your own!

upvoted 1 times

nqthien041292 Most Recent 5 months, 1 week ago

Selected Answer: ACE

B. Azure Active Directory federated single sign-on (AAD federated SSO): AppSource apps often support Azure Active Directory (AAD) for single sign-on, simplifying user authentication and integration with existing identity management solutions.

C. Microsoft standardized license agreement and privacy policy: Apps listed on AppSource adhere to Microsoft's standardized licensing and privacy policies, ensuring consistency and compliance with Microsoft's standards.

E. Free trial before committing to any additional costs: Many applications on AppSource offer a free trial period, allowing users to evaluate the solution before making a financial commitment.

upvoted 2 times

dylan99 10 months ago

Selected Answer: ABE

· Microsoft Entra ID (Azure Active Directory): Your app must allow Entra ID federated single sign-on with consent.

· Free trial period: You must offer customers the ability to use your app for free for a limited time.

· Availability: Your app must maintain a minimum of 99.9% uptime.

https://www.linkedin.com/pulse/value-microsoft-appsource-listing-maven-collective-marketing/

upvoted 1 times

AleMar153 11 months, 1 week ago

Guys, answer D does not mean that AppSource solutions are less code-intensive, but that you as environment manager can benefit from a pre-existing solution instead of building the functionality on your own!

upvoted 1 times

stalex 1 year, 5 months ago

Selected Answer: CDE

I might be wrong but I would go with CDE

upvoted 3 times

MEG_Florida 1 year, 5 months ago

Selected Answer: ABE

A, B, E.

Since the original answer states that Free Trial is a benefit that means that you need to pick the other actual things you get

A: you are in fact required to have a 99.9 uptime for your app . While App source doesn't measure it, you must agree that this is true

B: Again this is a requirement of using AppSource, your app must support Azure Federated AD

E: this is also a requirement of using AppSource. If this is an answer for sure, then you have to pick the other 2 requirements

C/D are not requirements. You actual will point to your license agreement etc that they will review, but in fact is not required to be a "standard" anything. D is just not a benefit. Technically speaking there is no coding to publish to AppSource. While you can in fact create a pipeline to do it, it doesnt actually require code.

upvoted 3 times

Parth91 1 year, 7 months ago

Selected Answer: CDE

The three benefits of using Microsoft AppSource are:

C. Microsoft standardized license agreement and privacy policy: Using Microsoft AppSource ensures that all the solutions listed on it comply with Microsoft's standardized license agreement and privacy policy, which provides a level of trust and security for customers.

D. Reduced coding efforts because anyone can publish in AppSource: AppSource provides a platform for developers to publish and share their solutions with a wider audience, which helps reduce the amount of custom coding needed to develop a solution from scratch.

E. Free trial before committing to any additional costs: AppSource allows customers to try a solution before committing to any additional costs, which helps reduce the risk of investing in a solution that may not meet their needs.

upvoted 4 times

pcnetwork 1 year, 8 months ago

I think it's ACD

upvoted 1 times

python123 1 year, 8 months ago

CDE is correct. I checked with ChatGPT.

upvoted 4 times

SBIslander 1 year, 8 months ago

?? ChatGPT is what your going with? A beta tool still in its' infancy? I now know it's not CDE!

upvoted 3 times

python123 1 year, 8 months ago

I used the ChatGPT and renewal my MB-240 with 87% score. :)

upvoted 2 times

Question #38 *Topic 1*

DRAG DROP

-

You are a Microsoft Power Platform solution architect capturing requirements for a national retail chain project.

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.

NOTE: Each correct selection is worth one point.

Categories

- Functional
- Non-functional

Answer Area

Requirement	Category
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.	

Suggested Answer:

Answer Area

Requirement	Category
Retail employees must use the application on a company-provided tablet device.	Functional
The app must store data offline.	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

meg111111111111 Highly Voted 1 year, 9 months ago

• Retail employees must use the application on a company-provided tablet device. = NON-FUNCTIONAL
No requirement here to build anything out

• The app must store data offline. = FUNCTIONAL
Requirement to implement offline capabilities

• Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity = NON-FUNCTIONAL
Regarding the performance / usability of the system so is therefore nonfunctional

• Apps are shared with security group teams for users to access. = FUNCTIONAL
Bit of a trick question as security is mainly non-functional; but there is a requirement here to share the apps with certain teams which means its functional.

upvoted 23 times

OldHand1 1 year, 5 months ago

Data residency (where data is stored) is a non-functional requirement as is Security according to this doc. So I *think* they are all functional.
https://learn.microsoft.com/en-us/training/modules/work-with-requirements/4-non-functional-requirements

upvoted 3 times

OldHand1 1 year, 5 months ago

Apologies, all Non-Functional

upvoted 4 times

BrahderLau 1 year, 9 months ago

Agree with @meg111111111111

Non-functional is something that is out of our control

upvoted 2 times

fuddyduddy Highly Voted 1 year, 8 months ago

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

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

Hence:

* Retail employees must use the application on a company-provided tablet device - NF - This has nothing to do with its behaviours. This is about how users will access it

* The app must store data offline - F - This is functionality that the app provides

* Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity - NF - A performance requirement

* Apps are shared with security group teams for users to access - NF - Nothing to do with how it works or its behaviours. That's just the security model.

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

To conclude:

NF

F

NF

NF

upvoted 16 times

nqthien041292 Most Recent 5 months, 1 week ago

Retail employees must use the application on a company-provided tablet device.

Functional Requirement: This specifies a functional aspect of the solution, focusing on the device that will be used to access the application.

The app must store data offline.

Functional Requirement: This requirement outlines a specific feature of the application, namely its ability to store data offline.

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

Non-Functional Requirement: This is related to system performance and capacity management, focusing on operational and performance criteria rather than a specific feature.

Apps are shared with security group teams for users to access.

Functional Requirement: This describes how the application will be distributed and accessed, outlining a specific feature related to user permissions and access.

upvoted 1 times

mgharably 7 months ago

All are non functional

upvoted 2 times

rockyoz 8 months, 3 weeks ago

As architect, I believe the last 3 are Non Functional because they define the solution implementation requirements other than user stories. i.e. Data must store offline, it is absolutely functional. Security Group - Must be non functional. The first one is questionably Functional. But can be a NF as well tbh. This is about implementation consideration so the solution design need to meet it. Other than user stories a feature to be designed.

upvoted 1 times

rockyoz 8 months, 3 weeks ago

I mean last 3 as NF.

upvoted 1 times

thachy 11 months, 1 week ago

Functional
Non Functional
Non Functional
Functional

upvoted 3 times

IRONR2D2 10 months, 2 weeks ago

No, Probably the best answer should be user all on NF, but from my point of view Should be.
F: You can control, where the application can be used
F: You can control the offline Data
NF
F

upvoted 2 times

YYCRMGuy 1 year ago

It's Non-Functional for all 4.

upvoted 4 times

deepweb7 1 year, 3 months ago

Functional Requirements:

Retail employees must use the application on a company-provided tablet device.
The app must store data offline.
Apps are shared with security group teams for users to access.
Non-Functional Requirements:

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

upvoted 2 times

OldHand1 1 year, 5 months ago

The last 3 are clearly non-functional, I believe the first one is too from the format but can't quite justify why as it doesn't neatly fall into any category.

Retail employees must use a device - Questionable but Functional.
The app must store data offline - Non-Functional (Data retention/residency)
Environment capacity must be monitored - Non-Functional (Scalability)
Apps are shared with security group members - Non-Functional (Security)

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

upvoted 2 times

dlnuser 1 year, 5 months ago

- Retail employees must use the application on a company-provided tablet device. (power App is available on mobile, so F)
- The app must store data offline. (F to, it's a setting you can enable)
- Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity. (n-F, need programming or coding)
- Apps are shared with security group teams for users to access. (F, out of the boxe security feature)

F, F, NF,F

upvoted 2 times

AndreeaVlad 1 year, 6 months ago

according to Chat AI the answers are functional, NF, NF,NF

upvoted 1 times

nicknamety 1 year, 6 months ago

A Power Platform application can be configured for either mobile or tablet screens so there is control on that functionality requirement from a Power Platform architect's perspective

upvoted 3 times

Stanna 1 year, 7 months ago

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.
Examples of common non-functional requirement types include:

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

* The app must store data offline = Non-Functional
upvoted 4 times

val_maly 1 year, 7 months ago
4. Is Functional. You can reformulate this requirement like The App should allow users from only certain groups
upvoted 3 times

OldPlayer 1 year, 10 months ago
Requirements are commonly referred to as either functional or non-functional. Functional requirements describe what the solution needs to do or its behaviors, and non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.
And good functional requirements describe who, what, and why of a requirement.

Retain Employees: Functional
App: Non-Functional (?)
Enviroment: Non-Functional
App/group teams: Non-functional (?)

Not sure about two of them, any input?
https://learn.microsoft.com/en-us/training/modules/work-with-requirements/
upvoted 3 times

IRONR2D2 10 months, 2 weeks ago
APP/Group teams: it can be F, I mean you can control this part with a security team, or am I wrong?
upvoted 1 times

Bhaveshbarot22 1 year, 1 month ago
Agree. functional requirement are which is part of functional solution designing which generally does not cover technical requirement of maintaining solution.
F,NF,NF,NF
upvoted 1 times

nickuuuuukheradmand 1 year, 10 months ago
should be NF, F, NF, F
upvoted 5 times

MS_KoolaidMan 1 year, 10 months ago
Answers seem correct based on the previous function/non-functional questions/answers.
upvoted 2 times

Question #39 *Topic 1*

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. Microsoft Power Platform admin center

B. Microsoft 365 admin center

C. Power Apps portal

D. AppSource

Suggested Answer: *C*

Community vote distribution

C (73%) D (27%)

OldHand1 Highly Voted 1 year, 5 months ago

If I ever meet the guy who sets these question....

upvoted 33 times

Sauradj 9 months, 2 weeks ago

hahaha, I feel you

upvoted 2 times

noor9saleem Most Recent 5 days, 4 hours ago

Selected Answer: D

AppSource (D) meets all requirements with pre-built, education-focused solutions that integrate seamlessly into the Microsoft ecosystem.

upvoted 1 times

Zivo 1 week, 4 days ago

Selected Answer: D

Minimize custom coding and configuration.

upvoted 1 times

AHMLBD 4 weeks, 1 day ago

Selected Answer: D

Minimize custom coding and configuration: By leveraging pre-built solutions from AppSource, you can significantly reduce the need for custom coding and configuration. These solutions are ready to deploy and often come with customizable templates and configurations that can be easily adapted to specific needs.

upvoted 1 times

nqthien041292 2 months, 3 weeks ago

Selected Answer: D

Vote D

upvoted 3 times

uberlord 2 months, 3 weeks ago

anyone who thinks choosing a portal is minimising configuration (theres an entire model driven app to wafe through) vs installing one of the app source offerings that people have linked is mind blowing.

D- Appsource all the way

upvoted 2 times

dylan99 10 months ago

Selected Answer: D

I found some apps that can meet the requirements, like this one: https://appsource.microsoft.com/it-it/product/dynamics-365/mazikglobal.mazikedvirtualclass?tab=Overview

upvoted 1 times

avam 10 months, 3 weeks ago

Selected Answer: D

D is the answer

upvoted 2 times

Aero_1898 1 year, 6 months ago

how about Option A i got this from one of the AI

Based on the requirements you mentioned, I would recommend Microsoft Power Platform admin center (Option A). The Microsoft Power Platform admin center provides a unified platform for managing and administering the Power Platform, which includes tools for building custom business applications, automating workflows, and analyzing data. With the Power Platform, you can create custom solutions that include curriculum and student management capabilities while minimizing custom coding and configuration. Additionally, the Power Platform is built on top of Microsoft's cloud infrastructure, so it will automatically conform to ongoing Microsoft platform upgrades.

upvoted 3 times

alejoRZ96 1 year, 6 months ago

D is the answer:

Part of the Solution Architect's responsibility is to avoid duplicating functionalities that one technology can offer.

you have to take into consideration the AppSource offers by Microsoft

https://appsource.microsoft.com/en-US/marketplace/apps?exp=ubp8&search=student%20management&page=1

upvoted 2 times

Ninashnash 1 year, 8 months ago

Selected Answer: C

Power Apps is a part of the Microsoft Power Platform, which allows you to build custom apps with minimal coding and configuration. With Power Apps, you can create applications that meet the customer's requirements, including curriculum and student management capabilities, while also staying up-to-date with ongoing Microsoft platform upgrades. Additionally, pre-built templates and components can help minimize custom coding and configuration.

upvoted 4 times

Aryabhatta 1 year, 9 months ago

D is the correct answer.

upvoted 1 times

MS_KoolaidMan 1 year, 10 months ago

Selected Answer: C

C and D are the only answers I could see as viable. But, D doesn't fulfill the requirement to "include curriculum and student management capabilities".

upvoted 4 times

HiJaak 1 year, 2 months ago

But how C will fulfill "Minimize custom coding and configuration"?

So my vote goes to "D - AppSource"

upvoted 1 times

MrEz 10 months ago

but only if there is an app available.. ;-)

upvoted 2 times

dylan99 10 months ago

Like this one? https://appsource.microsoft.com/it-it/product/dynamics-365/mazikglobal.mazikedvirtualclass?tab=Overview

upvoted 1 times

Question #40 *Topic 1*

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.

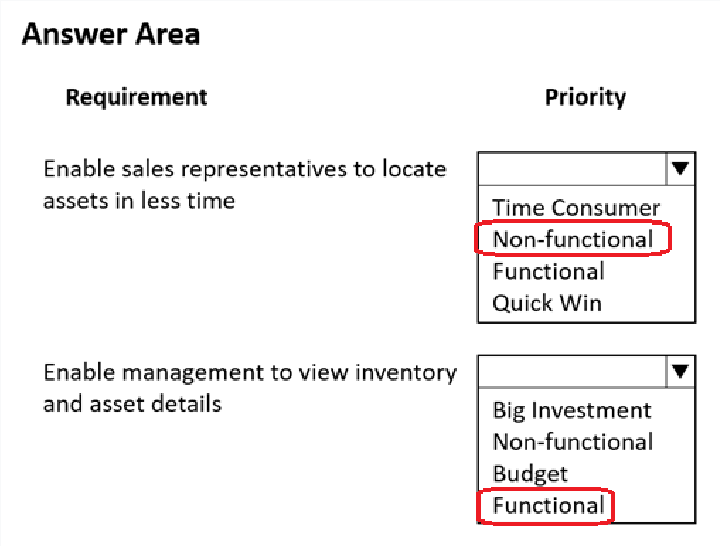
Which priority should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Priority
Enable sales representatives to locate assets in less time	Time Consumer Non-functional Functional Quick Win
Enable management to view inventory and asset details	Big Investment Non-functional Budget Functional

Suggested Answer:



Ninashnash Highly Voted 1 year, 8 months ago

Based on the Priority Quadrants chart in the following document from Microsoft, the priority is categorized into four categories of "Quick Wins", "Big Investment", "Little Satisfiers", "Time Consumers" . so, Functional and Non Functional are ruled out. https://learn.microsoft.com/en-us/power-apps/guidance/planning/prioritizing-features

upvoted 14 times

Ninashnash 1 year, 8 months ago

The remaining options for this question are: Quick Win and Time Consumer. To me, the right answer for Sales representatives requirements is "quick win" and for Managers is "time Consumer"

upvoted 2 times

Ninashnash 1 year, 8 months ago

Well, I just realized this is related to "Features" not requirements. Therefore, the provided answer "NF", "F" are correct!. I wish I could delete my response

upvoted 9 times

dylan99 10 months ago

Functional or Non functional help to categorize, not prioritize, so you were right

upvoted 3 times

xanr4711 Highly Voted 1 year, 8 months ago

My Answers: Quick-Win, Big-Investment

It's not about functional or non-function, it's about priotizing:

Both requirements will have a big business impact

The first one is easy to achieve, so Quick-Win

The second one is harder to implement, so Big-Investment

upvoted 10 times

Peter1972 1 year, 8 months ago

Absolutely agree with you.. This is a tricky question and my first impulse was also to use Non-Function and Functional but this is the categorization of the requirements and has nothing to do with the priorization.

upvoted 1 times

Aibloy 1 year, 7 months ago

"The first one is easy to achieve, so Quick-Win

The second one is harder to implement, so Big-Investment"

You don't know if it is easy or not, not enought context and architecture, if you can't classify the difficulty, for me is Non functional and functional.

upvoted 1 times

nishucrm Most Recent 1 month, 2 weeks ago

Quick win and big investment.

upvoted 1 times

LSgeek 4 months, 3 weeks ago

Quick Win
Functional
upvoted 1 times

rockyoz 8 months, 3 weeks ago
No matter where the 3 systems are, the integration with them will be time consuming, so it will rull out quick win and little satisfier.
Depends on what is the business impact, and how you evaluate management decisions and customer satisfictions. I would assume better time ensure better customer so sales one will be a time consumer. To me the management one can be a timer consumer too if it is has huge impact, i.e. we need the information to make decision. However, ideally there can be an baseline solution which may just be time consuming. So... Need more information. before that both time consumer.
upvoted 1 times

MrEz 10 months ago
A) it is about priority
B) Management uses three different systems to locate asset inventory and contract details
asset inventory (1) and contract details (2) but 3 systems for these 2 business objects (it says nothing about contact as a third object).
C)different systems -> not data verse. --> Data integration project is seldom a quick win, right? especially when you don't know if for the sales searching assets may search (integrate?) in 2 systems
both time-consumers
upvoted 1 times

TW_27 1 year, 7 months ago
This is a trick question to make sure you're reading. It asks you to prioritize, NOT categorize as functional or non-functional.
upvoted 3 times

Parth91 1 year, 7 months ago
Enable sales representatives to locate assets in less time
Priority: Quick Win

Enable management to view inventory and asset details
Priority: Functional, possibly Big Investment (depending on the scope and complexity of the current systems and the requirements for the new solution).
upvoted 2 times

hitmaker 1 year, 8 months ago
1. Non Functional
2. Functional
upvoted 3 times

Question #41 *Topic 1*

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

- Resource risk
- Business risk
- External risk
- Security risk

Answer Area

Risk	Category
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.	

Suggested Answer:

Answer Area

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

Aryabhatta Highly Voted 1 year, 9 months ago

Seems correct.

upvoted 16 times

PadRik Highly Voted 1 year, 6 months ago

Based on the link shared by Stanna.

The answers should be:
External risk
Business risk
Resource risk

The questions sas it has to connect to a custom built on-premises system. Doesn't this mean the system therefore is external?

External risk description:
These are risks that depend on factors outside the control of the project team. For example, if the app needs to integrate with other external systems, there's a risk that the external system might change the way it works.

Why would the first answer be a security risk?

upvoted 9 times

rockyoz 8 months, 3 weeks ago

sensitive data is a result of information value assessment. Where privacy impact and risk assessment will need to be conducted. The focus is around security and controls, and relevent security risk management. i.e. Risk level and Risk impact. ANy of the integration method will open something and a risk will need to be managed.
upvoted 1 times

deepweb7 1 year, 3 months ago
Requires storing sensitive data so it's a security risk.
upvoted 6 times

Lenny001 Most Recent 2 months ago
Accordin to the documentation (https://learn.microsoft.com/en-us/power-apps/guidance/planning/identifying-risks) the integration with an external system is considered an External Risk.
upvoted 1 times

maerger 7 months ago
Correct
The on-prem system is not marked as external built
upvoted 2 times

MrEz 10 months ago
External risk (system is out of control), Business Risk, Resource Risk.
https://learn.microsoft.com/en-us/power-apps/guidance/planning/identifying-risks

good to have read this link (thanks Stanna) as i thought "lack of funding" would be a "Business risk" because if you loose 'business' because of lack of funding it is a business risk from a software supplier point of view. but from a customer's point of view if he has not enough means to pay, it is a resource risk. External risk because i a assume the on prem systems have their own life cycle and development you cannot (fully) control: it is external (even if it is an internal system of the company) risk to the project team. Changing requirements (i regard this as an opportunity for a supplier as he can recode and send invoices as long as he makes the customer clear that he is the root cause of these changes).
upvoted 2 times

Stanna 1 year, 7 months ago
https://learn.microsoft.com/en-us/power-apps/guidance/planning/identifying-risks
upvoted 3 times

Parth91 1 year, 7 months ago
Correct.

Categories:

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

Aibloy 1 year, 7 months ago
Resource risks: These includes risks such as a lack of people to work on the app, lack of funding to make the apps, and so on.

Business risks: In cases where business frequently changes, it's important to note that changes in the business might affect how the app should be made.

External risks: These are risks that depend on factors outside the control of the project team. For example, if the app needs to integrate with other external systems, there's a risk that the external system might change the way it works.

Security risks: This is a very important factor to consider because it directly relates to how you create your solutions with Power Apps.
upvoted 2 times

Question #42 *Topic 1*

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-registering.

B. Support agents managing cases.

C. Stock managers managing warehouses.

D. Staff tracking time entries.

E. Project managers reviewing and updating their projects.

Suggested Answer: *BCE*

Community vote distribution

BCE (100%)

Parth91 Highly Voted 1 year, 1 month ago

Selected Answer: BCE

B. Support agents managing cases.
C. Stock managers managing warehouses.
E. Project managers reviewing and updating their projects.

Role-based applications allow for different groups of users to have customized access to specific functionality and data based on their roles in the organization. This would enable the support agents, stock managers, and project managers to have access to the specific applications and data they need to perform their job duties efficiently. However, self-registering for new site visitors and time tracking for employees may not require role-based applications.

upvoted 9 times

MrEz 3 months, 4 weeks ago

in our case we have created a role based time-tracking app -> time tracking for employees. As not everyone tracks time entries. Or does your CEO complete the same time tracking like a warehouse worker?

Stock managers managing warehouses is more an ERP question?

upvoted 2 times

EsePe Most Recent 10 months, 3 weeks ago

Answer is correct

upvoted 2 times

Litonn 1 year ago

Selected Answer: BCE

Correct

upvoted 1 times

Skibinho 1 year, 2 months ago

Seems correct

upvoted 1 times

python123 1 year, 2 months ago

Correct

upvoted 1 times

Question #43 *Topic 1*

DRAG DROP

-

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

You need to identify requirement types for the app.

How should you categorize the requirements? To answer, drag the appropriate types to the correct requirements. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Categories

- Functional
- Non-functional

Answer Area

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

Suggested Answer:

Answer Area

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

meg111111111111 Highly Voted 9 months, 2 weeks ago

Functional, Nonfunctional

upvoted 11 times

hjhjh123 Most Recent 7 months ago

if the app neds to encrypt... then its functional - both are functional

upvoted 2 times

> **OldHand1** 5 months, 2 weeks ago
>
> Security is considered a non-functional requirement.
>
> upvoted 4 times

python123 8 months, 3 weeks ago

Correct

upvoted 3 times

Question #44 *Topic 1*

HOTSPOT

-

A legal services organization uses Microsoft SharePoint for case management and documentation. The organization plans to migrate its case data and manual processes to the Microsoft 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	Canvas app Model-driven app Microsoft Teams channel app for lawyers only Microsoft Teams channel app shared with lawyers and paralegals
Paralegal app	Canvas app Custom page SharePoint app Microsoft Teams channel app

Suggested Answer:

Answer Area

Requirement	Component
Lawyer app	Canvas app Model-driven app Microsoft Teams channel app for lawyers only Microsoft Teams channel app shared with lawyers and paralegals
Paralegal app	Canvas app Custom page SharePoint app Microsoft Teams channel app

Parth91 Highly Voted 1 year, 1 month ago
Lawyer app: b. Model-driven app
Paralegal app: d. Microsoft Teams channel app

Explanation:

A model-driven app provides a rich set of design capabilities to help design, build, and share business apps. It also allows for fine-grained security access control. This would allow lawyers to manage their assigned cases and case documentation in one app, while keeping the data confidential and disclosed only to those assigned to the case.

A Microsoft Teams channel app can be used to share information with a specific group of people. In this case, it can be used to share information with only paralegals who are invited by the case lawyer. This will allow paralegals to retain access to the case documentation while keeping the data secure and confidential.

upvoted 20 times

Ninashnash Highly Voted 1 year, 2 months ago

Very confusing question. I think keyword is: "satisfy the requirements without any custom development."

Therefore I go with:

Model Driven App

SharePoint App

upvoted 8 times

IRONR2D2 4 months, 1 week ago

I'm not sure if SharePoint should be the correct one, probably It can be Teams channel.

upvoted 1 times

MrEz Most Recent 3 months, 3 weeks ago

i go for model-driven app and not teams because:

The primary function of a Microsoft Teams channel app is to enhance collaboration and communication within a specific Teams channel.

I don't think the question says there is a group of lawyers working on the same case, it rather seems to me that one case is added to one lawyer.

paralegal:

canvas app -> it says he must see the case details (so case entity) and to see the case documentation (sharepoint). mentioning them explicitly means to me you cannot interprete 'case details' as sharpoint documentation only (which would contain sort of case 'details'). I think here it means the case 'record' details from case entity.

upvoted 4 times

MrEz 3 months, 3 weeks ago

maybe what they mean with ms teams channel app is the 'collaboration' item which creates or uses a (an existing) teams channel

https://learn.microsoft.com/en-us/dynamics365/sales/teams-integration/teams-collaboration-enhanced-experience

not sure what this correct term is.

upvoted 1 times

Jnicosia 9 months, 2 weeks ago

Why do you all say Model driven App? the database is Sharepoint not Dataverse, how do you plan to manage this requirement?

I answer.

a) CanvasApp

b) CanvasApp

upvoted 3 times

Lidia_V11 5 months, 3 weeks ago

agree!

upvoted 1 times

bgcarter 6 months, 3 weeks ago

"The organization plans to migrate its case data and manual processes to the Microsoft Power Platform and Microsoft Dataverse."

upvoted 17 times

OldHand1 11 months ago

As I understand it there are a few ways to do this, but teams uses its own instance of dataverse (dataverse for teams) and so solutions that mix the two don't work. So I'd go for a teams solution for both.

upvoted 1 times

rober13 11 months, 1 week ago

1. Model App

2. Canvas App. you need to apply rules about sensitive information based on sharepoint group and user will be invited. you use sharepoint group in power apps

upvoted 3 times

MEG_Florida 12 months ago

This question depends on perspective to me: "What does manage your documentation mean". The model driven app, while you can attach documents etc, does that really mean manage? What does manage mean? If it mean sharing and saving and versioning etc.. then you need SharePoint. The model driven app by itself wouldn't work.

I myself was going with Model Driven / SharePoint App, but due to the documentation part.. but technically Teams would work as well depending on the Teams app created for them(both)

upvoted 3 times

hjhjh123 1 year, 1 month ago

Model and teams

upvoted 1 times

xanr4711 1 year, 2 months ago

Model Driven, Teams
This question is confusing.
For the lawyers I would go for model driven
The paralegals could use MS Teams, which has a good Sharepoint integration

upvoted 3 times

> **Newb007** 1 year, 1 month ago
>
> Im thinking the same... Fore security/non custom dev reasons reasons for #1 and for #2 teams/sharepoint integration
>
> upvoted 1 times

Peter1972 1 year, 2 months ago

Strange question, indeed..

I would prefer a canvas app for the Lawyer app (they should manage and assign cases) and for the Paralegal app I would prefer the MS Teams channel app just with read only permissions.. please correcr me if i'm wrong. I am really a little lost with this Q

upvoted 1 times

Skibinho 1 year, 2 months ago

Where is the info about what to choose for the first question?

upvoted 1 times

Question #45 *Topic 1*

DRAG DROP

-

A company plans to integrate Microsoft Power Platform with existing systems, including Microsoft Dynamics 365 Ommchannel 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

- Microsoft Power Virtual Agent
- Custom pages
- Custom API

Answer Area

Requirement	Solution
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.	

Suggested Answer:

Answer Area

Requirement	Solution
Display information about the contact in the Omnichannel app.	Microsoft Power Virtual Agent
Ensure only tables needed are exposed for integration purposes.	Custom API
Display data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse.	Custom pages

Parth91 Highly Voted 1 year, 7 months ago

Custom Pages: Displaying information about the contact in the Omnichannel app would require the use of Custom Pages to integrate the necessary data into the app interface.

Custom API: Ensuring that only necessary tables are exposed for integration purposes can be accomplished by using Custom API to design a specific API with the required endpoints and data filters.

Custom Pages: Displaying data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse would require the use of Custom Pages to design a custom user interface that displays the data hierarchy in a readable format, without the need to save data within Dataverse.

upvoted 20 times

uberlord 2 months, 3 weeks ago

but isnt the data stored in dataverse which PVA can tap into

upvoted 1 times

CESBCN Highly Voted 1 year, 8 months ago

1. PVA
2. Custom API
3. Custom Pages

With Custom APIs, you can selectively choose which tables to expose to the integration systems. This allows you to control which data is available for integration and reduces the risk of exposing sensitive data to unauthorized parties.

Custom Pages are not suitable for this requirement as they are designed to provide a custom user interface for Power Platform apps, rather than controlling data exposure.

Custom Pages allow you to create custom user interfaces for Power Platform apps that can display data from other systems through APIs or web services. By using a Custom Page, you can display the data hierarchy within Dynamics 365 without the need to store the data within Microsoft Dataverse.

Custom APIs are not suitable for this requirement as they are designed to expose data to other systems, rather than display data within Power Platform apps.

upvoted 11 times

Newb007 1 year, 7 months ago

This is correct ^^

upvoted 2 times

EmpellorCRM 1 year, 6 months ago

PVA is not suitable at all. It is a chat bot. All of the choices are less than optimal, as the best option is a Quick View Form. Since that is not an option, Custom Pages is the correct answer for the first question.

upvoted 5 times

MrEz Most Recent 10 months ago

Custom pages, Custom API, Custom Pages

no chatbot / PVA needed

upvoted 2 times

Schinna 1 year, 9 months ago

For me

1. PVA
2. Custom Pages
3. Custom API

upvoted 6 times

MrEz 10 months ago

1) why chatbot?

upvoted 3 times

meg111111111111 1 year, 9 months ago

Agree to 1 & 3 the middle one confuses me though i've worked with custom pages quite a bit recently and not sure how it ties in ... would love further info / explanation if you have it

upvoted 1 times

meg111111111111 1 year, 9 months ago

i'm going to go custom api for the last two unless someone can convince me otherwise

upvoted 2 times

Schinna 1 year, 9 months ago

I read question for 100 times, It sounded expose confuses us, but in Power Pages we can only use the tables/columns that we want to use. so that made me to chose Pages, otherwise with API we also need Security roles to restrict access to certain columns and data; this part is not in the question so Power Pages.

upvoted 2 times

MrEz 10 months ago

The custom page is a new page type within a model-driven app, which brings the power of canvas apps into model-driven apps. Custom pages increase the convergence of model-driven and canvas apps and can be used to add full pages, dialogs, or panes with the flexibility of the canvas designer. It also includes a low-code page authoring experience with expressions and custom Power Apps component framework controls.

upvoted 1 times

Question #46 | *Topic 1*

HOTSPOT
-

You are performing a fit gap requirements analysis.

You need to select Microsoft Power Platform components to satisfy the requirements.

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
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Virtual Agents AppSource

Suggested Answer:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Virtual Agents AppSource

JinShi Highly Voted 1 year, 6 months ago

For the first one. I would use Model-Drive App.

upvoted 21 times

EmpellorCRM 1 year, 6 months ago

I agree. I want to know who keeps selecting Power Virtual Agents for these answers.

upvoted 8 times

MEG_Florida Highly Voted 1 year, 5 months ago

For the 1st I would also use a model driven app. PVA would be a bad choice to do this

upvoted 6 times

MEG_Florida 1 year, 5 months ago

I want to add, that coordinating the end to end would be Model Driven. There are many things, potentially even a business process flow to do all of that. Technically speaking, you could create a sign up / process etc with PVA, but it doesn't truly seem to fit since it talks in terms of end to end and there is much the bot cannot do (at least not as easily as the MD App)

upvoted 3 times

nqthien041292 Most Recent 5 months, 1 week ago

Coordinate long-term end-to-end delivery of financial services to farmers: Model-driven app.

Manage project accounting and recognize revenue compliance with international financial reporting standards: Dynamics 365 Project Operations

Notify users of their overdue tasks on a daily basis: Power Automate

upvoted 1 times

MrEz 10 months ago

model driven app
PO (former psa)
and power automate
Dynamics 365 Finance -> FO?

Dynamics 365 Project Operations is a comprehensive solution designed for service-based businesses, specifically those involved in project management, resource planning, and billing. It brings together capabilities from various Microsoft Dynamics 365 applications, including Project Service Automation (PSA) and Field Service, to streamline project-based operations.

upvoted 1 times

tod0 1 year, 2 months ago

1st is Model Driven App

upvoted 2 times

yf 1 year, 6 months ago

I think the first one should be Dynamics 365 Customer Voice (https://dynamics.microsoft.com/en-us/customer-voice/capabilities/)

Power Virtual Agents is a way to deliver financial counseling services through chat but you can't coordinate the counseling session and keep track etc.

upvoted 3 times

Question #47 *Topic 1*

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 desktop flow. Use an Invoke web service action to get the currency conversion rate.

B. Create a desktop flow. Use an Azure action to get the currency conversion rate.

C. Create a cloud flow. Use the Microsoft Graph API to get the currency conversion rate.

D. Create a cloud flow and a custom connector. Install a data gateway. Use the custom connector to get the currency conversion rate by using the data gateway.

Suggested Answer: *C*

Community vote distribution

C (50%) A (43%) 7%

OldHand1 Highly Voted 1 year, 5 months ago

33/33/33 - Thanks guys!

upvoted 14 times

dlnuser Highly Voted 1 year, 5 months ago

Selected Answer: A

It's accounted person and no mentioned about working on cloud somewhere, mean he work on is desktop to do it, so he should use a desktop flow, A seems to be good for me.

upvoted 8 times

Nar10 Most Recent 1 month, 2 weeks ago

Selected Answer: A

La respuesta es A

upvoted 1 times

37823ce 5 months ago

Selected Answer: A

I'll go with A. There is no currency conversion with the graph API.

upvoted 2 times

Swams 6 months ago

Desktop flow does not require any API. Only cloud flow require RESTful API. As per the below URLs, option C looks good for this question

https://learn.microsoft.com/en-us/answers/questions/159750/api-to-get-foreign-exchange-rates

https://learn.microsoft.com/en-us/graph/api/dynamics-currencies-get?view=graph-rest-beta

upvoted 1 times

Prigail 6 months, 2 weeks ago

No discussion on cloud system and No Graph API to convert rate. I see the URL but still in beta. https://learn.microsoft.com/en-us/graph/api/dynamics-currencies-get?view=graph-rest-beta.

So I go option A.

upvoted 1 times

zick007 8 months, 2 weeks ago

C is almost perfect except there is no graph API to get currency conversion rate. That would leave A as logical choice.

upvoted 3 times

IRONR2D2 10 months, 1 week ago

Selected Answer: C

I will say C, but I would like to choose D option, however, the gateway is not necessary, I mean you can do a custom connector without the gateway.
Please correct me if I'm wrong
upvoted 1 times

Jnicosia 10 months, 2 weeks ago
Selected Answer: C
https://learn.microsoft.com/en-us/graph/api/dynamics-currencies-get?view=graph-rest-beta
upvoted 6 times

sadzag 2 months, 2 weeks ago
this just for gettitng currencies, not the rate
upvoted 1 times

thachy 11 months, 1 week ago
Selected Answer: A
Use a Desktop Flow
upvoted 1 times

YYCRMGuy 1 year ago
Selected Answer: A
Normally I'd lean towards a cloud flow here, but graph API doesn't have publicly exposes currency rates (the link from yf is a Partner Solution, no access to general public).

It could be D if the question mentioned an on premise source of exchange rates, but it doesn't.

That leaves A as making the most sense to me, even though if you ask me it's probably not a great solution. But if it's on my exam next week I'm going with A.
upvoted 3 times

Lago 1 year ago
How was it? :)
upvoted 1 times

Jnicosia 10 months, 2 weeks ago
https://learn.microsoft.com/en-us/graph/api/dynamics-currencies-get?view=graph-rest-beta
upvoted 1 times

tankLind 1 year, 3 months ago
A for me. I would have chosen C for the cloud flow option except why would the Graph API have currency conversion rates? For that reason I chose then option that had "Use an Invoke web service action to get the currency conversion rate" even though it was paired with the desktop flow.
upvoted 2 times

SashM 1 year, 5 months ago
Selected Answer: C
C looks correct to me
upvoted 2 times

stalex 1 year, 5 months ago
Selected Answer: C
I would go with C since Microsoft pushes for cloud solutions when possible.
upvoted 5 times

yf 1 year, 6 months ago
You can use a Microsoft Graph Partner Solution though Microsoft Graph Api to get a exchange rate (https://learn.microsoft.com/en-us/partner-center/developer/get-foreign-exchange-rates)

So C would work
upvoted 3 times

redleo85 1 year ago
The link does not refer to the Microsoft Graph API, but to the partner center API, which uses it to publish MONTHLY exchange rates to calculate prices for Azure plans. I can't see how this supports answer C. So answer A, should be the better pick.
upvoted 1 times

Cloudz_1 1 year, 6 months ago

Selected Answer: D

Answer is D

upvoted 2 times

dlnuser 1 year, 5 months ago

Not agree, data gateway have nothing to do with this.

upvoted 2 times

Question #48 *Topic 1*

A company plans to use Microsoft Power Platform. The company gathers business requirements about data.

You need to identify the functional requirements.

Which two requirements about data should you gather? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Delete in bulk after seven years.

B. Go through a specified approval process.

C. Remain compliant.

D. Retain for 10 years.

E. Store in Microsoft Dataverse.

Suggested Answer: *AB*

Community vote distribution

BE (62%) AB (31%) 7%

Cloudz_1 Highly Voted 1 year, 6 months ago

Selected Answer: BE

Answer is BE

upvoted 16 times

dylan99 9 months, 4 weeks ago

Isn't E a Data Residency requirement?

upvoted 3 times

HiJaak Highly Voted 1 year, 2 months ago

Selected Answer: AB

According to https://learn.microsoft.com/en-us/training/modules/work-with-requirements/4-non-functional-requirements CDE are non-functional because are related to "Compliance/regulatory" and "Data retention/residency".

The "functional" requirements are on A & B.

upvoted 15 times

8743423 Most Recent 1 week ago

Selected Answer: CD

The correct answers are C. Remain compliant and D. Retain for 10 years as they directly pertain to the functional requirements for handling data in the Power Platform solution.

upvoted 1 times

Lenny001 2 months ago

Selected Answer: AB

B is functional for sure; C and D are non-functional for sure. E is non-functional because it could be seen as a data residency requirement; A is functional because the request requires a bulk update.

upvoted 4 times

Grif53 3 months, 2 weeks ago

This is a poor question. The only Functional requirement is B.

A & D both refer to Data retention which is explicitly called out as a Non-functional requirement. C refers to "compliance" which is a non-functional requirement. E is a Data residency requirement is a non-functional requirement.

upvoted 1 times

uberlord 2 months, 3 weeks ago

the bulk deletion par of A refers to a process they need, thus functional, not just records must be stored for 7 years, or else that would be non functional, funky wording but have to really think it through

upvoted 1 times

wsjones 6 months, 3 weeks ago

According to ChatGPT, all but C are functional!

I'd go with AB

upvoted 3 times

nqthien041292 7 months, 3 weeks ago

Selected Answer: BE

Vote BE

upvoted 2 times

MrEz 10 months ago

Go through a specified approval process -> specific functions of an approval process. it is not about general compliance.

upvoted 1 times

MrEz 10 months ago

E is data residency -> non-functional

upvoted 2 times

dlnuser 1 year, 5 months ago

Selected Answer: AE

A was a system bulk delete job to create, no coding= F, E it's Out of the Box= F. B you will need to create the approval process on a BPF or Power automate more complexe= NF, D retention policies is something you will need to code so NF, and C =NF

upvoted 2 times

MEG_Florida 1 year, 5 months ago

A and D are both about retention / compliance, so these would be non-functional.

I am doing with BE

upvoted 1 times

dlnuser 1 year, 5 months ago

A can be done with a bulk delete job without coding, so it's functional.

upvoted 2 times

Grif53 3 months, 2 weeks ago

This is not what functional and non-functional means. Functional does not mean that it is the opposite of technical. Functional loosely means that it is something that will affect the end user explicitly.

upvoted 1 times

Aero_1898 1 year, 6 months ago

Option A is incorrect because it is a specific implementation detail rather than a functional requirement. Option B is incorrect because it is a requirement about a process rather than about data. Option C is incorrect because it is a general statement rather than a specific functional requirement.

So, the correct answers are: D. Retain for 10 years and E. Store in Microsoft Dataverse

upvoted 1 times

ManikNeelan 1 year, 6 months ago

Selected Answer: BE

Answer is BE

Those are only functional requirements

upvoted 1 times

PadRik 1 year, 6 months ago

BE

A is about data retention which is a non functional requirement.

upvoted 2 times

MrEz 10 months ago

no it is about deletion functionality

upvoted 1 times

Question #49 *Topic 1*

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

Suggested Answer: *B*

Community vote distribution

A (67%) B (33%)

Lenny001 2 months ago

Selected Answer: B

My answer is B. The loan process is based on an Excel file; therefore, the Excel contains transactional data, not activity data.

upvoted 1 times

Jnicosia 10 months, 2 weeks ago

Selected Answer: A

My Answ is A, during the process you can choices to upload with Dataflow support that admit:

- Excel
- SharePoint,
- SQL
- Text/csv

source input.

upvoted 1 times

trtrt 1 year, 1 month ago

Selected Answer: B

My vote is on B

Where can you find activity data in Excel?

https://learn.microsoft.com/en-us/power-automate/process-mining-processes-and-data#data-requirements

"The process mining capability needs event log data to perform process mining. While many tables that exist in your application's database contain the current state of the data, they might not contain a historical record of the events that happened, which is the required event log format. Fortunately, in many larger applications, this historical record or log is often stored in a specific table. For example, many Dynamics applications keep this record in the Activities table. Other applications, like SAP or Salesforce, have similar concepts, but the name may be different."

upvoted 3 times

YZ_ADS 1 year, 2 months ago

Selected Answer: A

https://learn.microsoft.com/en-us/power-automate/process-advisor-overview

upvoted 1 times

Evan123123 1 year, 3 months ago

Selected Answer: A

Yes, the documentation specifically uploading CSV files (convert from excel), then allowing the system to analyze the data.

https://learn.microsoft.com/en-us/power-automate/process-mining-tutorial

upvoted 1 times

Evan123123 1 year, 3 months ago

On second thought, the reason this could be B is if the excel sheet is not formatted as rows, but instead as some sort of form that couldn't be converted to CSV.

upvoted 2 times

MrEz 10 months ago

you are right but i guess this is a bit far fetched. eg. you put a screenshot into your excel and upload it and then one complains the software be crappy :-)

upvoted 1 times

Jnicosia 10 months, 2 weeks ago

But the Question speak about Excell and not csv...

upvoted 1 times

yf 1 year, 6 months ago

Selected Answer: A

According to the Microsoft documentation:

https://learn.microsoft.com/en-us/power-automate/process-mining-processes-and-data#data-requirements
https://learn.microsoft.com/en-us/power-automate/process-advisor-overview#when-to-use-process-mining

It needs to be activity data & process mining

upvoted 2 times

Cloudz_1 1 year, 6 months ago

Selected Answer: A

Answer is A.

upvoted 1 times

Question #50 | *Topic 1*

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 process mining to discover inefficiencies in the process.

Does the solution meet the goal?

A. Yes

B. No

Suggested Answer: *B*

Community vote distribution

B (75%) A (25%)

37823ce 5 months ago

Selected Answer: A

Task Mining is a feature of process mining just by seeing it in the menu tree:
https://learn.microsoft.com/en-us/power-automate/task-mining-overview
Why not A then?

upvoted 1 times

lipokpok 1 year, 6 months ago

Recording is available for task mining , not process mining if I understood correctly? https://learn.microsoft.com/en-us/power-automate/task-mining-overview
https://learn.microsoft.com/en-us/power-automate/process-mining-overview

upvoted 1 times

yf 1 year, 6 months ago

Selected Answer: B

According to the Microsoft documentation:

https://learn.microsoft.com/en-us/power-automate/process-mining-processes-and-data#data-requirements
https://learn.microsoft.com/en-us/power-automate/process-advisor-overview#when-to-use-process-mining

It needs to be activity data & process mining

upvoted 2 times

MrEz 10 months ago

careful with the name activity is not activitypointer data Activities are the steps of your process, and activity names describe each step. In a typical approval process, the activity names may be "submit request," "request approved," "request rejected," and "revise request."

upvoted 1 times

alejoRZ96 1 year, 6 months ago

You can not record actions using process mining. Hence, Answer is B

upvoted 1 times

Cloudz_1 1 year, 6 months ago

Selected Answer: B

Answer is B

upvoted 1 times

Question #51 *Topic 1*

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

Suggested Answer: *A*

Community vote distribution

A (67%) B (33%)

MEG_Florida Highly Voted 12 months ago

A: It literally says in the documentation

A retail company can use process advisor with task mining to analyze the order fulfillment process

upvoted 8 times

MaitreMelanie Most Recent 4 weeks, 1 day ago

A. The Excel sheet is the tool so steps need to be record.

upvoted 2 times

zick007 1 month, 3 weeks ago

Selected Answer: A

Indeed you can record Excel actions in Power Automate Desktop recorder and analyze results in power advisor, answer should be A.

upvoted 1 times

Jnicosia 4 months, 2 weeks ago

Selected Answer: A

[Process mining]

Connect, transform, and upload data from a wide variety of sources.

Visualize a process map and gain insights from data.

Understand complex business processes across your organization

[Task mining]

Record the actions required to complete a process.

Visualize a process map to analyze actions and get insights.

Use these insights and guided recommendations to begin automating.

IMHO: The Answer is A

upvoted 1 times

YZ_ADS 8 months, 2 weeks ago

Selected Answer: B

If based on Microsoft Learn, the answer should be B is it. Because it states that Process Mining allows the user to get deep understanding of his process using event log files, while Task Mining allows users to understand how a company performs its process through monitoring recorded user actions and collecting data from these actions.

upvoted 1 times

lipokpok 12 months ago

Selected Answer: A

https://learn.microsoft.com/en-us/power-automate/task-mining-overview

upvoted 4 times

ManikNeelan 1 year ago

Selected Answer: B

You can not record actions using process mining. Hence, Answer is B

upvoted 1 times

Jnicosia 4 months, 2 weeks ago

But with Task Mining, you can. So the answer is A

upvoted 1 times

yf 1 year ago

Selected Answer: B

According to the Microsoft documentation:

https://learn.microsoft.com/en-us/power-automate/process-mining-processes-and-data#data-requirements
https://learn.microsoft.com/en-us/power-automate/process-advisor-overview#when-to-use-process-mining

It needs to be activity data & process mining

upvoted 2 times

OldHand1 11 months, 2 weeks ago

I think the wording is off on the question. It does say they record the details in an Excel Sheet.

upvoted 1 times

OldHand1 11 months, 2 weeks ago

Actually scratch last, bit of a Red Herring. I can see what they are getting at now. Data = process, Record = Task

upvoted 1 times

Cloudz_1 1 year ago

Selected Answer: A

Answer is A.

upvoted 2 times

Question #52 *Topic 1*

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

Suggested Answer: *B*

Community vote distribution

B (100%)

rober13 5 months, 1 week ago

Selected Answer: B

task mining with records

upvoted 1 times

yf 6 months, 2 weeks ago

Selected Answer: B

According to the Microsoft documentation:

https://learn.microsoft.com/en-us/power-automate/process-mining-processes-and-data#data-requirements
https://learn.microsoft.com/en-us/power-automate/process-advisor-overview#when-to-use-process-mining

It needs to be activity data & process mining

upvoted 1 times

alejoRZ96 6 months, 2 weeks ago

You can not import data with the task mining process. Answer is B

upvoted 1 times

Cloudz_1 6 months, 2 weeks ago

Selected Answer: B

Answer is B

upvoted 1 times

Question #53 Topic 1

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	Product
Enable collaboration between onsite inspectors and remote inspectors.	Power Virtual Agents Dynamics 365 Remote Assist Dynamics 365 Customer Voice Dynamics 365 Customer Insights
Enable management and maintenance of knowledge articles.	AI Builder Dynamics 365 Customer Voice Dynamics 365 Customer Service Dynamics 365 Customer Insights

Suggested Answer:

Answer Area

Requirement	Product
Enable collaboration between onsite inspectors and remote inspectors.	Power Virtual Agents Dynamics 365 Remote Assist Dynamics 365 Customer Voice Dynamics 365 Customer Insights
Enable management and maintenance of knowledge articles.	AI Builder Dynamics 365 Customer Voice Dynamics 365 Customer Service Dynamics 365 Customer Insights

MEG_Florida Highly Voted 1 year, 5 months ago
Correct
upvoted 6 times

37823ce Most Recent 5 months ago
Correct
upvoted 1 times

PBridge 11 months, 1 week ago
Correct

upvoted 2 times

PadRik 1 year, 6 months ago

Correct

upvoted 3 times

Question #54 *Topic 1*

You design a Microsoft Power Platform solution for a company.

The company has an existing Azure SQL database with customer information that it wants to continue using. The company wants to share access to data that is held in Azure SQL with the following people:

• internal company employees, using built-in process functionality
• external customers to view their data

You need to recommend the appropriate components to use 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. Power Pages

B. Custom pages

C. Canvas app

D. Model-driven app

Suggested Answer: *CD*

Community vote distribution

AD (52%) AC (48%)

HiJaak Highly Voted 1 year, 2 months ago

Selected Answer: AD

A: Because for "external users" Power Pages because this is the new name for the older "Power Apps Portal"
D: Model-driven app for internal users because SQL data could be accessed via "virtual table" in Dataverse

upvoted 20 times

OldHand1 Highly Voted 1 year, 5 months ago

Selected Answer: AC

A & C. You can't use model driven because you are using an azure SQL DB and then you need Power Pages to for external customers unless you intend to licence all of your customers.

upvoted 5 times

No_Doubt 1 month, 2 weeks ago

In Dataverse, you can use Virtual Tables to manage data stored in Azure SQL DB!

upvoted 1 times

No_Doubt Most Recent 1 month, 2 weeks ago

Selected Answer: AD

1- internal company employees, using built-in process functionality => Model-driven app
These apps can directly interact with data in Dataverse or external systems like Azure SQL through virtual tables.
Why not "Canvas app"? This is doable, but require more effort to integrate securely with Azure SQL for this scenario!

2- external customers to view their data => Power Pages

upvoted 1 times

javos21 5 months, 2 weeks ago

Model driven apps use Dataverse, this is an SQL db which can be used for model driven with custom connectors, but its way more common with canvas apps, so my choice would be canvas apps for the second one

upvoted 1 times

Schinna 6 months ago

I will go with AC
upvoted 1 times

nqthien041292 7 months, 3 weeks ago
Selected Answer: AD
Vote AD
upvoted 1 times

MrEz 10 months ago
maybe the part " using built-in process functionality" -> BPF and full range of Business rule.

but you could also argue that navigating through sequential screens is "built-in" for canvas apps.

azure sql data base would lure me to canvas app, but you could use virtual tables (still built-in?!) and data flows (built-in?) to get to the azure sql (maybe even create a custom connector -> not built-in?).
AD.
upvoted 1 times

IRONR2D2 10 months, 1 week ago
The first is Power Apps Portal (A), then the second I'm not sure,
Canvas and Model Driven you can use SQL connector
upvoted 2 times

umibozu 10 months, 1 week ago
D is the answer for the first req.. "built-in process functionality" is the key
upvoted 2 times

thachy 11 months, 1 week ago
Selected Answer: AC
Power pages & Canvas App
upvoted 3 times

Bhaveshbarot22 1 year, 1 month ago
A & D is correct answer. Here, Customer already have database available so Model Driven app is best suite to start with Data Source. Canvas app is not correct answer.
upvoted 2 times

Jnicosia 1 year ago
Why D?
upvoted 2 times

asoka 1 year, 2 months ago
Selected Answer: AC
Canvas for internal employee, power pages for external customer
upvoted 3 times

rober13 1 year, 5 months ago
Selected Answer: AC
A : External customers, cost efficient
C : Canvas for connecting with Azure SQL Database
upvoted 4 times

revolucion_inet 1 year, 5 months ago
I don't understand Model-driven app solution
upvoted 1 times

OldHand1 1 year, 5 months ago
Thats definitely wrong, you wouldn't licence all of your customers! it will be Power Pages for that.
upvoted 1 times

Question #55 Topic 1

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

Suggested Answer:

Answer Area

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

awsboyX Highly Voted 1 year, 1 month ago

1:Custom Connecter

2:Portal Management App

upvoted 5 times

uberlord 2 months, 3 weeks ago

how can the end users control what the see through a custom connector? answer is advanced form

upvoted 1 times

Lenny001 1 month, 3 weeks ago

Forms are used to insert data; data gateway is used to retrieve data from on-prem data sources. By exclusion I select the remaing option: the custom connector.

upvoted 1 times

No_Doubt 1 month, 2 weeks ago

Who said that Forms oblige you to define them with update privilege? You can define a read-only advanced form!

upvoted 1 times

nqthien041292 Most Recent 7 months, 3 weeks ago

1:Advanced Form

2:Portal Management App

upvoted 3 times

Sauradj 11 months, 1 week ago

For the first one, I dont think custom connector is the right answer. Question says "The terminal needs to expose fresh produce order details from Dynamics 365 to its customers in the portal." if the portal is built on the same D365 instance then you dont need to use custom connector. Out of Advanced Form and Basic Form not sure which one is correct. Maybe Advanced Form as the customer needs to control visibility of the components?

upvoted 4 times

PL_TAROU 11 months, 3 weeks ago

To retrieve the data of the fresh produce ordered by the customer, using Advanced Form is correct.

upvoted 1 times

Lago 1 year ago

I don't really get the first question... I'd go for a custom connector just due to the lack of clarity here. Not sure though if that's the best approach, but should work out at the end.

For the second, due to the weird awnsers and by discard I'd go for Portal Management

upvoted 1 times

Question #56 *Topic 1*

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

- Power Virtual Agents
- Dynamics 365 Remote Assist
- Dynamics 365 Customer Service
- Omnichannel for Customer Service

Answer Area

Requirement	Solution
Provide an automated chat interface.	
Pass conversation to a live agent upon escalation.	

Suggested Answer:

Answer Area

Requirement	Solution
Provide an automated chat interface.	Omnichannel for Customer Service
Pass conversation to a live agent upon escalation.	Power Virtual Agents

Attendee1 Highly Voted 1 year, 1 month ago
1st one should be PVA and 2nd one should be Omnichannel for customer service
upvoted 23 times

Dyno365 Highly Voted 1 year, 1 month ago
This question is painfully stupid in the ways its written. As if someone wanted to create maximum ambiguity and confusion

An automated chat interface is surely PVA
Provide an automated Chat interface - PVA

The live agent escalation is in omnichannel for customer service but its PVA that passes it across, so what the heck do you pick

Pass conversation to live agent upon escalation - Omni channel for customer service
upvoted 8 times

IRONR2D2 10 months, 1 week ago
Agree with you, the first should be PVA, and the second.... well the second I chose Omnichannel
upvoted 1 times

uberlord Most Recent 2 months, 3 weeks ago
1st one is PVA : automated chat interface
2nd one is omnichannel: states upon escalation, PVA can escalate, but onces its escalated its omnichannel that would pick it up
upvoted 1 times

LSgeek 4 months, 3 weeks ago
1 Power Virtual Agents
2 Omnicannel for Customers
upvoted 3 times

Schinna 6 months ago

Both are PVA

upvoted 1 times

nqthien041292 7 months, 3 weeks ago

1 Power Virtual Agents

2 Omnicannel for Customers

upvoted 1 times

PL_TAROU 11 months, 3 weeks ago

Isn't PVA also a correct answer for the second requirement?

upvoted 1 times

MrEz 10 months ago

maybe 'upon escalation' = AFTER (?!) escalation already happened. and the esaclation is routing through to the humanoid. then the humanoid takes action in Omnichannel?

upvoted 1 times

Question #57 *Topic 1*

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

Suggested Answer: *C*

Community vote distribution

D (65%) B (35%)

YYCRMGuy Highly Voted 1 year ago

Selected Answer: B

Normally I'd go with what everyone else said and say D for Power Automate Flows, but you all missed on key point in the question. The other system is referred to as a "proprietary system", meaning there would not be a connector for Power Automate.
So My answer is B: Custom Connector.

upvoted 8 times

MrEz 10 months ago

good point.
"allow employees to configure their own automatic updates" --> power automate! I went for D.

BUT:
as an architect: "You need to provide a solution" so that they can configure their won automatic updates?!

This would mean: you as an architect create a CUSTOM CONNECTOR (B), so that the users can use POWER AUTOMATE.

upvoted 5 times

MrEz 10 months ago

so i was jumping to fast for (D) with power automate users are unable to connect to the on premises system.
you first have to give them a custom connector (you share it with them). so it is B (and NOT d, even though there is a beautiful lure to jump to D).

upvoted 3 times

EduCyC Highly Voted 1 year, 1 month ago

Selected Answer: D

I would say Microsoft Power Automate flows

upvoted 7 times

nqthien041292 Most Recent 5 months, 1 week ago

Selected Answer: D

D. Microsoft Power Automate flows:

Power Automate allows you to create automated workflows between various services and applications. Employees can use Power Automate to set up custom flows that periodically pull data from their proprietary system and push it to Dynamics 365 Project Operations.
Even though the schema is not defined, Power Automate can handle various types of data integration scenarios, including connecting to different data sources via available connectors or custom APIs.

upvoted 1 times

nqthien041292 7 months, 3 weeks ago

Selected Answer: D

Vote D

upvoted 2 times

dbc2c96 8 months, 2 weeks ago

A lot of information is missing here...
System is proprietary...
Ok, but does it mean it is Web API?
If so, custom connector will help partially. Custom connector for itself means nothing. You must use it inside of an application or Power Automate flow. Maybe I will choose option D - Power Automate Flow, but how to connect to the "proprietary" system? Which connector I have to use? In practice I will leverage custom connector inside of a Power Automate flow. But here... I don't know... Combination of both option represents the complete solution.

upvoted 1 times

Lago 10 months ago

Selected Answer: D

I am quite sure is Power Automate. In the question says that this will relay on Employees, so for me this is a citizen developer case, and they should use Power Automate.

The key part of the question is here: "Employees are not able to provide a definite schema for their data". This falls under the Citizen Developer Role to me :)

https://www.microsoft.com/insidetrack/blog/unleashing-the-citizen-developer-in-all-of-us-with-the-microsoft-power-platform/

upvoted 2 times

IRONR2D2 10 months, 1 week ago

Selected Answer: D

Option C, Data gateways, are used to provide a secure connection between your on-premises data sources and cloud services like Power BI, Power Apps, Power Automate, and Azure Logic Apps. They are not typically used for configuring automatic updates between two systems, especially when one of them is a proprietary system with an undefined schema.

On the other hand, Microsoft Power Automate flows (Option D) can be used to create automated workflows between different applications and services, which fits the requirement of configuring automatic updates between the proprietary system and Microsoft Dynamics 365 Project Operations. It also allows employees to configure these workflows themselves, which is another requirement in the scenario.

Therefore, while Data gateways (Option C) are useful in certain scenarios, they are not the best fit for this particular use case. Microsoft Power Automate flows (Option D) would be a more suitable choice

upvoted 4 times

AleMar153 11 months, 1 week ago

Selected Answer: B

The system is proprietary

upvoted 2 times

satishk4u 1 year ago

Selected Answer: D

Microsoft Power Automate flows

upvoted 1 times

satishk4u 1 year ago

why the other are less suitable:
Dataflows: While powerful for data preparation and integration, Dataflows require a defined schema and might not be easily configurable by non-technical users.
Custom connectors: Building and maintaining custom connectors requires deeper technical skills and might not be necessary if an existing connector for the proprietary system is available or if data can be accessed through generic methods.
Data gateways: Data gateways provide access to on-premises data sources, but in this scenario, both systems seem to be cloud-based, making gateways unnecessary.

upvoted 1 times

doulfa 1 year, 1 month ago

Power automate flow
upvoted 3 times

0011cc0 1 year, 1 month ago
For a solution that allows employees to configure their own automatic updates from a proprietary system to Microsoft Dynamics 365 Project Operations, the most suitable component would be:

D. Microsoft Power Automate flows

Power Automate flows can automate the process of updating data in Dynamics 365 from various sources, including proprietary systems. If there is no predefined schema, flows can be designed to handle conditional logic and data mapping, allowing for a flexible update process that employees can customize as needed.
upvoted 4 times

JP_AA 1 year, 1 month ago
D. Microsoft Power Automate flows
upvoted 3 times

Question #58 *Topic 1*

DRAG DROP

-

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 or 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 Microsoft 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 Microsoft Entra ID.
• 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 jobs and potential workers.
• Workers must be able to communicate in near real-time with worker support agents.
• You must minimize development and administrative effort required to implement the solution.

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 Microsoft 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 skill 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 Microsoft 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.

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

Microsoft Teams

Power Pages

Microsoft 365 Business Voice

Answer Area

Group of users	Technology
First Up employees	
Workers	

Suggested Answer:

Answer Area

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

dbc2c96 Highly Voted 3 months ago

First Up employees - MS Teams,

Workers - Power Pages

upvoted 8 times

nqthien041292 Most Recent 1 month, 2 weeks ago

First Up employees - MS Teams,

Workers - Power Pages

upvoted 3 times

Nuria_a 2 months ago

"Business Voice retired June 2022"

https://learn.microsoft.com/en-us/office365/servicedescriptions/microsoft-365-business-voice-service-description

upvoted 3 times

Question #59 *Topic 1*

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 desktop flow. Use an Invoke web service action to get the currency conversion rate.

B. Create a desktop flow. Use an Azure action to get the currency conversion rate.

C. Create a cloud flow. Use the Microsoft Graph API to get the currency conversion rate.

D. Create a desktop flow. Use a browser automation action to get the currency conversion rate.

Suggested Answer: *C*

Community vote distribution

A (100%)

turok3000 Highly Voted 8 months, 3 weeks ago

I'd chose A, the question is lacking clarity, but I suppose the worker is doing his job from his computer, so a desktop flow should be used on it.

upvoted 8 times

WASSIM2020 Most Recent 2 days, 21 hours ago

Selected Answer: A

I go with A, no graph Api for currency (only for month currency)

upvoted 1 times

uberlord 2 months, 3 weeks ago

Selected Answer: C

key take away, do we need to get info off a machine (desktop flow) or from the internet (cloud flow)

upvoted 1 times

Grif53 3 months, 2 weeks ago

Copilot for the Web said: I understand why there might be some confusion. Let's break down the options:

A. Create a desktop flow. Use an Invoke web service action to get the currency conversion rate. - This involves using Power Automate Desktop to call a web service for the conversion rate. While it's possible, desktop flows are generally better suited for automating tasks on a local machine rather than cloud-based tasks.

C. Create a cloud flow. Use the Microsoft Graph API to get the currency conversion rate. - Cloud flows in Power Automate are designed for cloud-based automation and can easily integrate with various APIs, including currency conversion APIs. This approach is more scalable and efficient for handling real-time data and automations that need to run in the cloud.

The key advantage of C is that cloud flows are inherently more suited for tasks that involve web services and APIs, making them more reliable and easier to manage for this type of requirement.

upvoted 1 times

37823ce 5 months ago

Selected Answer: A

I go with A, there is no Graph API function for this

upvoted 1 times

Shine101 8 months ago

It's a repeated question from Topic 1:

The correct answer is A since the Graph API does not give conversion rates

upvoted 4 times

dbc2c96 9 months ago

C - correct answer

upvoted 3 times

Question #60 *Topic 1*

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. Microsoft Power Platform admin center

B. Microsoft 365 admin center

C. Power Pages

D. AppSource

Suggested Answer: *C*

Community vote distribution

D (100%)

wsjones 6 months, 3 weeks ago

Selected Answer: D

Repeated question.

upvoted 1 times

Shine101 8 months ago

Selected Answer: D

Repeated Question: It's AppSource because of "minimized custom coding and configuration"

upvoted 2 times

friik 9 months ago

Selected Answer: D

This question has been covered already. The correct answer is D.

Notice the "Minimize custom coding and configuration". There is already several app on the AppSource that covers these requirements, and it's your job as an Architect to research into this, before going for the 2nd best thing, which would be Power Pages.

upvoted 2 times

Question #61 *Topic 1*

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. Questions

B. Topics

C. Variables

D. Conditions

Suggested Answer: *B*

Community vote distribution

B (56%) C (44%)

wsjones 6 months, 1 week ago

Selected Answer: B

I think the question is completely misleading. It clearly wants you to answer topics, but why mention RPA at all? When I think of RPA I think of variables!

upvoted 2 times

nqthien041292 7 months, 3 weeks ago

Selected Answer: B

Vote B

upvoted 1 times

Mad_S 7 months, 3 weeks ago

Selected Answer: B

Topics can be shared

upvoted 1 times

Shine101 8 months ago

Selected Answer: B

According to PL-200 it's supposed to be "Topics" cause they can be used across various ChatBots

upvoted 1 times

user861243 8 months, 1 week ago

Selected Answer: B

Base d on existing content, we can create topics. I will be with B.

upvoted 1 times

elisapaola 9 months ago

Selected Answer: C

The correct answer is C. Variables. Variables are fundamental elements in Robotic Process Automation (RPA). They allow you to store and manipulate data during the execution of an automated process. Variables can hold values such as numbers, strings, or objects and are used for making decisions, calculating results, or passing information between process steps

upvoted 4 times

Question #62 *Topic 1*

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.

Suggested Answer: *CE*

Community vote distribution

BE (100%)

Dr_Lawrence 4 days, 5 hours ago

Selected Answer: CE

Answer: C, E

B concerns the privacy of data and adherence to regulatory compliance, which are requirements not related to functionality.

upvoted 2 times

8743423 1 week ago

Selected Answer: AE

A. A Power Pages site must be able to handle 100 concurrent external site visitors.
Explanation: This is a functional requirement because it relates directly to the performance and scalability of the site. Understanding how many users the site should support at a time is important for ensuring that the site infrastructure is appropriately sized to meet the company's needs. This includes considerations like server capacity and load balancing, which are critical for the user experience.
E. Users must be able to submit a service request on a Power Pages site.
Explanation: This is a core functional requirement for Power Pages, as the platform is designed to create websites for various purposes, including user interactions like submitting forms or service requests. Gathering this requirement ensures that the site will provide the necessary forms or workflows to facilitate service request submissions.

upvoted 1 times

ryanzombie 1 month, 1 week ago

Selected Answer: CE

All other answers are non-functional.

upvoted 1 times

ryanzombie 1 month, 1 week ago

Selected Answer: CE

A, B and D are non-functional.

upvoted 1 times

MLeniger 2 months, 3 weeks ago

Correct Answers:
C. Users must be able to log in to a Power Pages site by using single sign-on.

Explanation: Single sign-on (SSO) is a functional requirement because it describes how users will access the Power Pages site. It defines a capability that end users need to perform, which is logging in through SSO.
E. Users must be able to submit a service request on a Power Pages site.

Explanation: Allowing users to submit a service request is a functional requirement as it relates to what the system needs to support for user interaction. It describes a key feature for the Power Pages site.

Non-Functional Requirements:

A and D relate to performance and infrastructure, which are non-functional requirements (e.g., scalability and caching improvements).

B is more related to data privacy and compliance, which also falls into non-functional requirements, such as security and data governance.

upvoted 2 times

uberlord 2 months, 3 weeks ago

B is non functional

upvoted 1 times

nqthien041292 5 months ago

Selected Answer: BE

B. Users must be able to control the use of their personal data in Microsoft Dataverse.

This requirement is essential for ensuring that users have control over their personal data, which aligns with data protection and privacy regulations.

E. Users must be able to submit a service request on a Power Pages site.

This requirement is crucial for the functionality of the site, as it defines a specific user interaction with the site that should be supported.

upvoted 2 times

37823ce 5 months ago

protection and privacy regulations are non-functional

upvoted 3 times

turok3000 8 months, 3 weeks ago

Correct!

upvoted 3 times

Question #63 *Topic 1*

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. Custom pages

B. Canvas app

C. Model-driven app

D. Power Pages

Suggested Answer: *AC*

Community vote distribution

CD (100%)

OscarAdriani 1 week, 5 days ago

Selected Answer: BD

Here's why the other options are not as suitable:

A. Custom pages: Custom pages are components within model-driven apps. While they offer some customization, they are primarily intended for use within the context of a model-driven app and are not ideal for providing external access to a SharePoint list.

C. Model-driven app: Model-driven apps are built on top of Dataverse and are primarily designed for internal users within an organization. While you could technically expose a model-driven app externally, it's not the recommended approach, especially for simply providing view access to a SharePoint list. Managing external user access and licensing for a model-driven app would be more complex than using Power Pages.

upvoted 1 times

No_Doubt 1 month, 2 weeks ago

Selected Answer: CD

1- External users: D. Power Pages

2- Employees: C. Model-driven app

upvoted 2 times

iraelena 2 months, 2 weeks ago

Selected Answer: CD

external: Power Pages

employees - internal, oob processes: model driven

upvoted 1 times

uberlord 2 months, 3 weeks ago

external customer acces:portal

using existing processes: model driven (BPF)

upvoted 1 times

uberlord 2 months, 2 weeks ago

changing my mind and given answer is correct, can give view access with B2C and control view with security groups, cusotm page can tap into sharepoint datasource and be displayed in MD, and also use of BPF in MD for out of box process

upvoted 1 times

ca1661b 1 month, 2 weeks ago

Each correct answer presents a complete solution.

upvoted 1 times

Question #64 *Topic 1*

DRAG DROP

-

Case study

-

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To start the case study

-

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Background

-

VanArsdel, 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 VanArsdel, Ltd. requires a consolidated system that the company can use to track each home's progress.

Sales

-

Current environment

-

• 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.

Requirements

-

• 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.

Issues

-

• 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 costs of projects.
• The main supplier of construction materials provides an API to the company. The company uses the API to manage suppliers 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.

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 ta 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.

You need to conduct discovery meetings to gather information for each job role.

Which type of meeting should you use for each department? To answer, move the appropriate meeting types to the correct departments. You may use each meeting 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.

Meeting type for each department

Meeting types	Department	Meeting type
job shadowing	construction	
surveys	sales	
workshops	warranty	

Suggested Answer:

Meeting type for each department

Department	Meeting type
construction	workshops
sales	surveys
warranty	job shadowing

iraelena Highly Voted 2 months, 2 weeks ago

1. job shadowing - they must be able to demonstrate rather than document
2. survey - sales people are often in different loactions
3. workshop - requirement to meet in person to discuss their job roles

upvoted 8 times

raband Most Recent 1 month, 1 week ago

Can someone walk me through where this meeting type is coming from? I haven't seen these defined anywhere before

upvoted 2 times

Question #65 Topic 1

DRAG DROP
-

Case study
-

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To start the case study
-
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Background
-

VanArsdel, 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 VanArsdel, Ltd. requires a consolidated system that the company can use to track each home's progress.

Sales
-

Current environment
-

• 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.

Requirements
-

• 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.

Issues

-

• 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 costs of projects.
• The main supplier of construction materials provides an API to the company. The company uses the API to manage suppliers 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.

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 ta 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.

You need to configure Microsoft Dataverse to retrieve external data for the sales and construction departments.

Which connection methods should you use? To answer, move the appropriate connection methods to the correct requirements. You may use each connection method once, more than once, or not at all. You may need to move the spit bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Connection methods

Connection methods	Requirement	Connection method
connector	Retrieve data from the third-party marketing data source.	
dataflow	Retrieve data from the supplier data source.	
virtual table		

Suggested Answer:

Connection methods

Requirement	Connection method
Retrieve data from the third-party marketing data source.	dataflow
Retrieve data from the supplier data source.	connector

iraelena 2 months, 2 weeks ago
1. dataflow
2. virtual table or custom connector, would go with virtual table, but I am not sure, if or how you can do the sum up - custom connector would be

async, so no "near real time"

upvoted 2 times

Question #66 *Topic 1*

Case study -

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Background -

VanArsdel, 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 VanArsdel, Ltd. requires a consolidated system that the company can use to track each home's progress.

Sales -

Current environment -

• 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.

Requirements -

• 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.

Issues -

• 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 costs of projects.
• The main supplier of construction materials provides an API to the company. The company uses the API to manage suppliers 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.

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 ta 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.

You need to resolve the deployment plan issue.

What should you request?

A. the IT manager adds a data migration strategy

B. the project manager adds a testing plan

C. the IT manager adds a responsibility matrix

D. the project manager adds a risk assessment

Suggested Answer: *B*

Community vote distribution

B (100%)

OscarAdriani 1 week, 5 days ago

Selected Answer: A

A complete deployment plan should include a strategy for moving data from the old system to the new one. Therefore, the most direct way to resolve the issue of an incomplete deployment plan is to request that A. the IT manager adds a data migration strategy.

Here's why:

A data migration strategy outlines how data will be extracted from the existing system, transformed (if necessary), and loaded into the new system. This is a critical part of any deployment, as it ensures that valuable data is not lost and that the new system can function correctly.

upvoted 1 times

Lenny001 1 month, 1 week ago

Selected Answer: B

A deployment plan includes the following elements:
Environment setup
Types of testing
User training
Data migration
Rollout strategy
Support during deployment
Testing (B) and data migration (A) are the only candidates.
As the activity must be performed by the PM, I would go for B.
https://learn.microsoft.com/en-us/training/modules/project-test-process/2-plan-go-live

upvoted 2 times

ryanzombie 1 month, 1 week ago

Selected Answer: B

Under Requirements, it is stated:
"The Project manager must be solely responsible for creating and owning the deployment plan for projects".

This implies that the IT Manager can't contribute directly. This eliminates A and C.

I don't think that Risk Assessment belongs in the Deployment Plan, so that leaves B, the Project Manager adds a Testing Plan, which is missing from the last line of the Requirements, "The deployment plan must include the environment setup, training plan, rollout strategy and deployment support".

upvoted 1 times

Question #67 *Topic 1*

Case study -

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Background -

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

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

Sales -

Current environment -

• 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.

Requirements -

• 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.

Issues -

• 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 costs of projects.
• The main supplier of construction materials provides an API to the company. The company uses the API to manage suppliers 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.

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 ta 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.

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. Dynamics 365 Customer Service

B. Power Apps with an industry accelerator

C. Power Apps canvas app with a Microsoft template

D. Dynamics 365 Project Operations

Suggested Answer: *A*

Community vote distribution

A (100%)

mx007 1 month ago

Selected Answer: D

Employees in the warranty department report that they are frequently sent to homes without knowledge of what is in scope for the project. Employees in the construction department are unable to schedule resources because they are not informed of future projects. It appears that there most of the issues related to project management, and NOT customer communication/management related issues.

upvoted 2 times

ryanzombie 1 month, 1 week ago

Selected Answer: D

Their actual line of business is managing the construction of houses, which are project-based. Customer service comes after and I assume is a lower priority than actually completing the housing projects.

Project Operations seems the best fit.

upvoted 3 times

iraelena 2 months, 2 weeks ago

Selected Answer: A

Customer Service - would suit for warranty requirements and sales contracts

industry accelarator - no fit

canvas app - lots of customizing

Project Operations - would fit for the construction requirements

I would go with Customer Service, but I am not happy with it.

upvoted 4 times

Question #68 *Topic 1*

HOTSPOT

-

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.

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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

-

VanArsdel, 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 VanArsdel, Ltd. requires a consolidated system that the company can use to track each home's progress.

Sales

-

Current environment

-

• 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.

Requirements

-

• 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.

Issues
-

• 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 costs of projects.
• The main supplier of construction materials provides an API to the company. The company uses the API to manage suppliers 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.

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 ta 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.

You need to identify the user stories for each department.

How should you define the user stories? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Department user stories

sales

- Contracts must be retained for five years.
- Contracts should be accessible by everyone.
- As a salesperson, I store my contracts on my device so that I can access them easily.
- As a salesperson, I need to store my contracts in a shared location to reduce the risk of losing them if my device fails.

construction

- Schedules should be viewed only by the construction team.
- Scheduled must be created within a week after a contract is signed.
- As a construction scheduler, I schedule resources based on the information provided by the sales team.
- As a construction scheduler, I need to be able to view potential contracts so that I can estimate required resources.

warranty

- Warranty claims should be addressed within a month.
- Warranty claims must be submitted within the specified period outlined in a contract.
- As a warranty inspector, I inspect homes without knowing what the warranty includes.
- As a warranty inspector, I need to view a contract before I inspect a home so that I know what should be covered by the warranty.

Suggested Answer:

Department user stories

sales

- Contracts must be retained for five years.
- Contracts should be accessible by everyone.
- As a salesperson, I store my contracts on my device so that I can access them easily.
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- As a warranty inspector, I need to view a contract before I inspect a home so that I know what should be covered by the warranty.

uberlord 2 months, 1 week ago

As A, I Need, So That

upvoted 2 times

iraelena 2 months, 2 weeks ago

correct

upvoted 2 times

Question #69 *Topic 1*

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

- Power Apps
- Power Automate
- Power BI
- Power Platform dataflows

Microsoft Power Platform solution components

Requirement	Solution component
Bidirectional data sync between outdated system and new custom app	
Improved efficiency of data transfers	
Comprehensive real-time sales data displays	

Suggested Answer:

Microsoft Power Platform solution components

Requirement	Solution component
Bidirectional data sync between outdated system and new custom app	Power Automate
Improved efficiency of data transfers	Power Platform dataflows
Comprehensive real-time sales data displays	Power BI

iraelena 2 months, 2 weeks ago

correct

1. Power Automate
2. Power Platform Dataflows
3. Power BI

upvoted 4 times

Question #70 *Topic 1*

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

- Functional
- Non-functional

Categorizing requirements for organizational goals

Requirement	Category
Ability to place orders, track order status, and receive shipment notifications	
24-hour availability, excluding scheduled maintenance windows	
Real-time tracking of inventory levels	

Suggested Answer:

Categorizing requirements for organizational goals

Requirement	Category
Ability to place orders, track order status, and receive shipment notifications	Functional
24-hour availability, excluding scheduled maintenance windows	Non-functional
Real-time tracking of inventory levels	Functional

iraelena 2 months, 2 weeks ago

correct

upvoted 3 times

Question #71 | *Topic 1*

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	Solution
Connect from the on-premises network to the Microsoft cloud environment.	Azure Event Hub Azure ExpressRoute Custom connector On-premises data gateway
Create controls that can be reused.	Center of Excellence Developer Compliance Center Center of Excellence nurture components Center of Excellence theming components Creator Kit

Suggested Answer:

Microsoft Power Platform solutions

Requirement	Solution
Connect from the on-premises network to the Microsoft cloud environment.	Azure Event Hub Azure ExpressRoute Custom connector On-premises data gateway
Create controls that can be reused.	Center of Excellence Developer Compliance Center Center of Excellence nurture components Center of Excellence theming components Creator Kit

uberlord Highly Voted 2 months, 3 weeks ago
Azure Expressroute (data gateway is public not private) and creator kit
upvoted 9 times

JackJohn 1 week, 6 days ago
Azure ExpressRoute and Nurture Components
upvoted 1 times

iraelena 2 months, 2 weeks ago
I agree
upvoted 2 times

Question #72 *Topic 1*

DRAG DROP

-

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.

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To start the case study

-

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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 or 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 Microsoft 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 Microsoft Entra ID.
• 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 jobs and potential workers.
• Workers must be able to communicate in near real-time with worker support agents.
• You must minimize development and administrative effort required to implement the solution.

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 Microsoft 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 skill 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.

Deployment

-

• Application development work should be completed in the development environment and follow lifecycle management best practices.
• Solutions need to be able to be checked for issues before deploying from the development environment to other environments.

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 Microsoft 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.
• Currently all route planning for the audit team is done manually. This does not always result in the best route for the mobile audit teams, especially when many appointments are scheduled. Lack of optimization can lead to missed visits with companies.

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

- Microsoft Teams
- Power Pages
- Microsoft 365 Copilot

Answer Area

Group of users	Technology
First Up employees	
Workers	

Suggested Answer:

Answer Area

Group of users	Technology
First Up employees	Microsoft Teams
Workers	Power Pages

iraelena 2 months, 2 weeks ago

Correct

upvoted 2 times

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.

Data sources

- HR system
- E-commerce platform
- Customer support system
- Social media engagement

Data source solutions

Requirement	Data source
Certification information for employees	
Purchasing behavior dataset	
Customer service dataset	

Suggested Answer:

Data source solutions

Requirement	Data source
Certification information for employees	HR system
Purchasing behavior dataset	E-commerce platform
Customer service dataset	Customer support system

iraelena 2 months, 2 weeks ago

Correct

1. HR
2. e-commerce
3. Customer Support System

upvoted 3 times

Question #1 *Topic 2*

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.

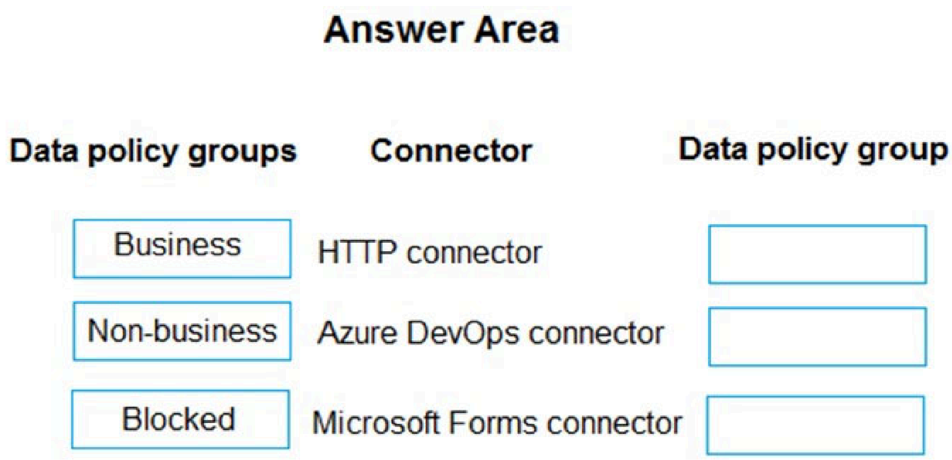
✑ Allow the use of the Azure DevOps connector.

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

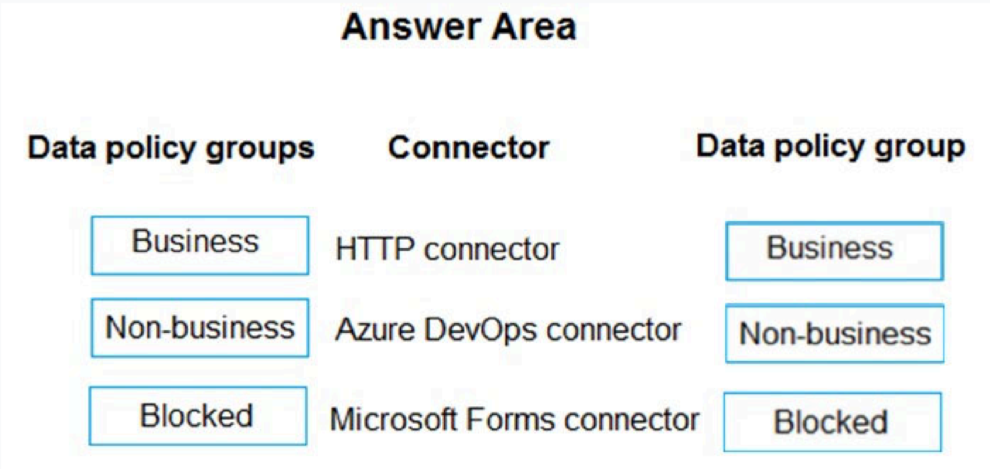
To which data policy group should you assign the connector? To answer, drag the appropriate setting to the correct drop targets. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:



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

Daniel1992 Highly Voted 2 years, 2 months ago

I think it is

1- Non-Business

2- Business

upvoted 27 times

JAVI1771 2 years, 1 month ago

100% connectors are in business by default. If you want to exclude the HTTP action to only be used alone then makes much more sense to move it to Non-Business and leave all of te other ones in Business.

upvoted 5 times

[Removed] 2 years ago

coonectors are in non-business by default

https://docs.microsoft.com/en-us/power-platform/admin/create-dlp-policy

upvoted 5 times

MrMiniMite 2 years ago

Yes, non-business is the default, so the given answer sounds good.

upvoted 7 times

nicknamety 1 year ago

The default category can be changed via settings to be either Non Business or Business.

upvoted 1 times

ChrisHK 2 years, 1 month ago

I agree

upvoted 1 times

BrettusMaximus 1 year, 11 months ago

1- Non-Business

2- Business

3- Block

Best practice is to move all business connectors to business first. (Dataverse, sharepoint, Office 365, SAP etc).

If you don't want HTTP it is non-business

DevOps is an important connector because it enables the business systems to be maintained and tuned.

upvoted 8 times

TamerElsayad Highly Voted 1 year, 2 months ago

When a new policy is created, by default all connectors are placed in the Non-Business group. From there they can be moved to Business or Blocked based on your preference.

For that I would choose :

1- Business to be used alone

2- Non-business for the default ones

3- Blocked

upvoted 13 times

HiJaak 8 months, 1 week ago

Agree with Tamer as to achieve "Solutions that use the HTTP connector must not include any other connectors." the HTTP connector should be moved into a different group.

And this group should be "Business" because "Non-business" is the default one and all potentially new connectors will appear here so HTTP could be used with other connectors.

If you want to move all connectors to "Business" leaving HTTP only on "Non-business", then "Business" should also be set as the default group to avoid new connectors get along with HTTP.

That's why I would choose as Tamer:

1- Business to be used alone

2- Non-business for the default ones

3- Blocked

upvoted 3 times

xanr4711 1 year, 2 months ago

I absolutely agree with Tamer. All conntectors will reside in Non-Business by default. To single out HTTP, the easiest and only way is to exclusively assign it to Business.

upvoted 3 times

nqthien041292 Most Recent 1 month, 2 weeks ago

When a new policy is created, by default all connectors are placed in the Non-Business group. From there they can be moved to Business or Blocked based on your preference.

For that I would choose :

1- Business to be used alone

2- Non-business for the default ones

3- Blocked

upvoted 2 times

MrEz 3 months, 3 weeks ago

Pivot Description

Business (n) Connectors for business-sensitive data. Connectors in this group can't share data with connectors in other groups.

Non-Business/

Default (n) Connectors for non-business data, such as personal use data. Connectors in this group can't share data with connectors in other groups.

Blocked (n) Blocked connectors can't be used where this policy is applied.

http-> business (problem: it would not allow to add any other connector to business according to the requirement)

devops -> such as personal use data.

upvoted 1 times

OldHand1 11 months, 2 weeks ago

Has to be Non-Business, Business, Blocked.

I can see the argument for making https business, but I think its being over-thought. If you say Business because new connectors (which are not mentioned) are released to non-business by default then you also have to allow for other connectors we might want to use which means you would have to lump ever other connector you want to use as non-business or blocked. You also have to acknowledge the default group can be set to be either.

I think this is one where there is the answer MS wants to hear and another perfectly valid answer. DevOps is a business thing, and there are many other valid connectors you would want to use for business.

upvoted 2 times

MEG_Florida 12 months ago

Business: because you want to make it separate and by default it would have been grouped with all the other connectors as non-business is the default. Being HTTP versus HTTPS has no bearing on the non-business/business selection per se.

Non-Business: the default, which would allow this to work, no need to change it to business (which would also let it work) but no need.

Blocked: easy choice

upvoted 3 times

nicknamety 1 year ago

I consider HTTP should be in the non-business category, not so much that is is less safe than HTTPS but because it is an external request passed through the internet.

Azure DevOps (a Microsoft product) would be an internally hosted application (that likely has business documents linked/attached to it) and should instead be in the business category.

upvoted 1 times

alejoRZ96 1 year ago

1. Business
2. Non-Business
3. block

All connectors are in non-business by default https://docs.microsoft.com/en-us/power-platform/admin/create-dlp-policy

upvoted 1 times

BrahderLau 1 year, 3 months ago

"...When a new policy is created, by default all connectors are placed in the Non-Business group. From there they can be moved to Business or Blocked based on your preference..."

https://learn.microsoft.com/en-us/power-platform/admin/dlp-connector-classification

You can move everything essential to "Business", while HTTP connector remained as "Non-business" so that it is not able to work with other connectors

upvoted 4 times

ricknod 1 year, 4 months ago

This should be:

1. Non-Business
2. Business
3. Blocked

SEE: Because child flows share an internal dependency with the HTTP connector, the grouping that admins choose for HTTP connectors in a DLP policy might affect the ability to run child flows in that environment or tenant. Make sure your HTTP connectors are classified in the appropriate group for your child flows to function. If there are any concerns in classifying the connector as Business in shared environments such as the default environment, *** our advice is to classify it as Non-Business *** or to block it. Then, *** create dedicated environments where makers can use HTTP connectors ***, but restrict the maker list so that you can unblock makers from building child flows.

From <https://learn.microsoft.com/en-us/power-platform/admin/dlp-connector-classification>

upvoted 2 times

KaDevi 1 year, 4 months ago

What is the correct answer?

upvoted 1 times

CRMBug 1 year, 7 months ago

1- Non-Business

2- Business

3- Block

upvoted 1 times

Icky 1 year, 12 months ago

non-Business, Business, Blocked

upvoted 1 times

originalwitness 2 years, 1 month ago

This is the worst question I have ever read...

Non-Business

Business

Blocked

upvoted 1 times

d365ppp 2 years, 1 month ago

Business and Non-Bus are the right answers. Https transfers customer data between two applications so it is business only. DevOps deals with customizations and other data that are not business or customer related data so definitely NB data.

upvoted 4 times

Question #2 Topic 2

HOTSPOT -

You are designing a Microsoft 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 create a table 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.

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.

Suggested 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

VJ345 Highly Voted 2 years, 8 months ago

For Create task, User needs read permission also.

Ans: 1 --> B, 2-->D

upvoted 41 times

BrettusMaximus 2 years, 5 months ago

First answer is A

Is doesn't say they need to read. The create could take place in a flow.

upvoted 3 times

dudenKo 2 years, 4 months ago

you need the Read right to see the activities, so Read is the minimum right to the table to be able to Create a row

upvoted 1 times

KarthikSiva3535 2 years ago

question does not mention the need to read the created task. Just create will do. 1-> A; 2->D

upvoted 7 times

OldHand1 1 year, 5 months ago

No, you only need the read access if you are going to create and OWN the record. You can create it and somebody else can own it.

upvoted 5 times

OldHand1 1 year, 5 months ago

link here: https://learn.microsoft.com/en-us/power-apps/developer/data-platform/security-access-rights

upvoted 4 times

dylan99 9 months, 4 weeks ago

A user should see "You do not have permission to access these records" by creating a record without having read permission, so I think it's technically possible. Anyway @OldHand1, it looks (even from your link) that assigning read permission is the normal case, in which if someone needs to create a record he should be even able to see it if not specified a "ONLY create permission"

upvoted 1 times

dylan99 9 months, 4 weeks ago

Errata corrige: The Create privilege controls whether you can create a record. If you have the Create privilege with Local, Deep, or Global access, you can create records for other users. If you have Create and Read privileges with Basic access, you can create records for yourself.

https://learn.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/use-record-based-security-control-access-records?view=op-9-1

upvoted 1 times

seeusoubesse 1 year, 4 months ago

I tried to create a task without read permission and was not able to do it, because I could not event see the button to create an activity. So regarding 1 it should be answer 'B'.

upvoted 3 times

Icky Highly Voted 2 years, 7 months ago

I think #1 is - 2: Create and Read rights. You need to be able to see the record that you have created after 7. Read is also required. #2 - 4: Assign organization level assign rights. They need to be able to assign cases to other users. It could be a case that anyone owns.

upvoted 8 times

Schinna Most Recent 6 months ago

BD are correct

upvoted 1 times

MrEz 10 months ago

"You create a table for cases and tasks. " --> what??! next to the OOTB you create custom table for cases and tasks??! seriously :-(.

upvoted 2 times

SashM 1 year, 5 months ago

I think both answer are C.

upvoted 2 times

OldHand1 1 year, 5 months ago

First one is Create Rights only. You only need create to create a record. You do NOT need read in order to create a record, you just can't create and OWN it. Says as much in document here: https://learn.microsoft.com/en-us/power-apps/developer/data-platform/security-access-rights

upvoted 2 times

ymiya 1 year, 9 months ago

Ans: 1 --> A, 2 --> C

upvoted 2 times

Brooklyn_Itself 1 year, 12 months ago

Users need read and write for activity creation for #1. Only need assign for #2. With my heavy critique that the prompt indicates these tables were "created" and not indicating that "tasks" are an activity table (out of box tasks are). The question itself lacks appropriate context.

upvoted 2 times

CRMBug 2 years, 1 month ago

1. B - Need Create along with Read
2. D - Can assign any cases to any user

upvoted 6 times

lianguyen49 2 years, 3 months ago

I would say,

1. Assign only Create rights to activities.

Since the question only mention 'Users in the human resources department must be able to create tasks.' It does not mention about read access permission.

2. Assign user-level assign rights to the human resources case table

According to the requirement, they need assign cases to other users. So case table should set as User-Level assign instead.

upvoted 1 times

radityoardi 2 years, 6 months ago

The question lacks specificity. If you add 1 fact there, it can lead to a different answer completely.

upvoted 2 times

Ravikiran206 2 years, 8 months ago

1-> B, 2-> C

User level assign rights are enough.

upvoted 8 times

ClairFraser 2 years, 5 months ago

I am with you. No one said they need to be able to assign ALL cases in the systems.

upvoted 1 times

MrEz 10 months ago

it said caseS so it is plural and it does not limit it to own cases. and: hr assings cases to users work on. so probably here they manage the staff, who has how much to do. does not necessarily mean they create these cases.

upvoted 1 times

Icky 2 years, 7 months ago

It doesn't say that they need to be able to assign records that they own, only that they need to assign cases to other users, so I think organization is correct.

upvoted 7 times

[Removed] 2 years, 6 months ago

in such case they will be able to assign ony to themselves, which does not make sense

upvoted 4 times

Question #3 Topic 2

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. Use the Excel Template feature.

B. Add the contacts to a static worksheet.

C. Use the Import from Excel feature.

Suggested Answer: *A*
Import data that's stored somewhere else into your model-drvien 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

Community vote distribution
A (55%) C (44%)

nsxz Highly Voted 2 years, 4 months ago
Selected Answer: A
I think is A, because it's recommended that you download an Excel template.
https://docs.microsoft.com/en-us/power-apps/user/import-data
upvoted 22 times

xflair 1 year, 9 months ago
Agreed. Microsoft explicitly recommends this procedure
upvoted 2 times

levoote 1 year, 4 months ago
https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-import-export#option-2-import-by-bringing-your-own-source-file you can import your own source file. Answer is C
upvoted 2 times

meg111111111111 1 year, 9 months ago
I was 100% set on C but MS have put this answer in for a reason ... we have no idea of the state of the 'contact information', it could be terrible data for all we know and they are looking for a 'data loading' solution which insinuates to me that there is a bit more to it. I'm going with A.
upvoted 4 times

WASSIM2020 Most Recent 16 hours, 9 minutes ago
Selected Answer: C
This is an import for just one time, we don't need template
upvoted 1 times

wsjones 6 months, 1 week ago
Selected Answer: C
Since they already have an Excel workbook with the contacts in it, I would think that the import from my cell would be much faster.

upvoted 2 times

wsjones 6 months, 1 week ago

The import from Excel. Gah!

upvoted 2 times

MaitreMelanie 6 months, 2 weeks ago

The answer is C. When you look at the option from ACCOUNT, for example, you see "Import from Excel". The other is Excel Templates - > Download of Upload Template, but that is for Excel reporting.

upvoted 1 times

nqthien041292 7 months, 3 weeks ago

Selected Answer: C

Vote C

upvoted 1 times

dbc2c96 9 months, 3 weeks ago

To import data using an Excel template, we must first export the data from the Dataverse table to an Excel file.
We then need to update this excel file with the required data and upload it back to Dataverse using the "import from Excel file" feature. So, in the end we still need to upload some Excel file to import the data into the system whether we are using a template data file or an Excel data file. The template file is still an Excel data file.
So, my answer is C - import from excel file.

upvoted 3 times

MrEz 10 months ago

A or C.
A -> multiple cases all the time again -> a list of contacts only once? (sure to re-occur). the template itself does not import it.
c. is a full solution. the excel is already existing.

but in practice i use A.
I go for C.

upvoted 1 times

MrEz 10 months ago

avoid mappinig "issues", technically is not a broken functionality.

upvoted 1 times

mskaki 1 year ago

Selected Answer: C

Option C is the correct answer. The Excel Template feature is not meant for data import but for reporting purposes.

upvoted 4 times

satishk4u 1 year ago

Selected Answer: C

C. Import from Excel feature: This is the most efficient and straightforward method for loading data from an Excel file into Power Platform. Power Platform features like Power Apps and flows offer built-in "Import from Excel" options that allow you to easily select the file, map data fields to relevant tables or entities, and trigger the data import.

upvoted 3 times

Attendee1 1 year, 1 month ago

Selected Answer: A

recommendation should be option A

upvoted 1 times

HiJaak 1 year, 2 months ago

Selected Answer: C

I would select C and not A because:
1. Template option is just recomended, not mandatory: https://learn.microsoft.com/en-us/power-apps/user/import-data#download-an-excel-template
2. This will also add some extra work to copy the existing data into proper columns of the template
3. You could directly import any CSV file, just do the correct mapping.

upvoted 2 times

levoote 1 year, 4 months ago

Selected Answer: C

https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-import-export#option-2-import-by-bringing-your-own-source-file
upvoted 3 times

levoote 1 year, 4 months ago
Excel data import tamplate is not the same as excel template. More about excel templates https://learn.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates
upvoted 2 times

dlnuser 1 year, 5 months ago
Selected Answer: C
It was asking what tools you will use to import the data, so yes you first using the template but you will import it via "import from excel', you template fulfill, so C is the good answer
upvoted 2 times

MEG_Florida 1 year, 5 months ago
C: My reasoning is, as another pointed out, that If you choose A, then the real answer is A and C because you cannot do one without the other if you use a template

But since you already have data in an excel file you would choose C. Yes you may be bad at mapping data, but the only full answer, complete is C. A is only a partial answer, so its C.
upvoted 2 times

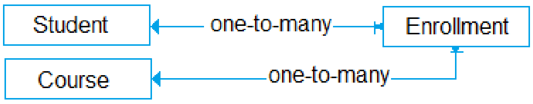
BrahderLau 1 year, 9 months ago
Selected Answer: A
I would go for A because you should ensure the data mapping of contact information is completed before you import the data
upvoted 2 times

CustomerEngager 2 years, 1 month ago
I would go for C as an Excel Template is not the same as preparing an excel sheet for importing (e.g. by exporting a view first)
upvoted 3 times

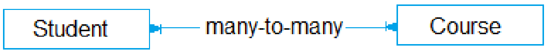
Muzera 2 years, 1 month ago
Selected Answer: C
For me is C
upvoted 3 times

Question #4 *Topic 2*

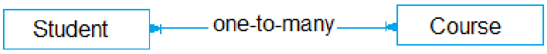
You are designing the data model for a school. The school wants to track students' enrollments in courses.
The system must meet the following requirements:
✑ Track the courses in which each student is enrolled.
✑ Track the students that are enrolled in each course.
Track dates when each student enrolled 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.



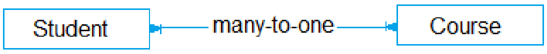
B.



C.



D.



Suggested Answer: *A*
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

N8n0z Highly Voted 3 years, 1 month ago
A is correct. Definitely needs an intersect table to store the enrollment date and the person and still relate the student to the course
upvoted 61 times

meg111111111111 1 year, 3 months ago
Agreed, best practice for the intersect
upvoted 1 times

AL14NWUK 2 years, 4 months ago
Created and Created by fields ?
upvoted 1 times

Hostt93 Most Recent 7 months, 3 weeks ago
The solution is incorrect, so you got 1 enrollment to many students? this seems wrong to me.

None of the answers is correct.
upvoted 2 times

AleMar153 6 months, 3 weeks ago
it's the opposite: one student can have different enrollment
upvoted 2 times

MEG_Florida 12 months ago
A is the correct answer, as it requires additional fields that cannot be added to an N:N invisible intersect table.
upvoted 3 times

radityoardi 1 year, 12 months ago
Essentially A and B are both correct. In Dataverse, many-to-many relationships will create an intermediate table in between.

upvoted 1 times

dlnuser 1 year, 4 months ago

The intermediate table is hidden and cannot be consulted from within the Dataverse app. B is also assuming a scenario where the person who approves the enrollment will also be the one to approve the enrollment, but that is not necessarily true. Additional fields cannot be added into the hidden relationship table and the hidden relationship table cannot be edited directly by users.

upvoted 1 times

SaschaB 1 year, 9 months ago

Not wrong but it saysspecifically that we need to track approval and dates. That's not possible with automatic N:N.

upvoted 1 times

m3ngi3 1 year, 10 months ago

Agree but the default (hidden) intersect table does not contain additional data... if we create the intersect table ourselves we can add additional data like the enrollment date

upvoted 3 times

Icky 2 years ago

A is correct

upvoted 1 times

Dynamic_MD 2 years, 1 month ago

A is correct

upvoted 1 times

giogo 2 years, 4 months ago

Correct

upvoted 1 times

Emdy 2 years, 10 months ago

But base on explanation N:N is in B

upvoted 2 times

Eskape 2 years, 9 months ago

How are you going to track who approved enrollment if you don't have intersection entity. Answer is definitely A

upvoted 5 times

zjhunter 2 years, 7 months ago

Answer should be A. I think this guy should have basic understanding about how the data model work in CRM

upvoted 3 times

Question #5 | *Topic 2*

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.

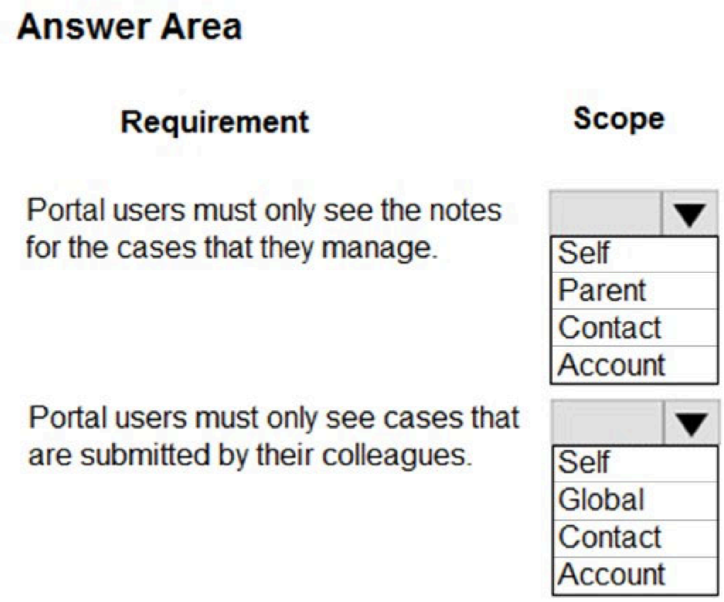
✑ Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

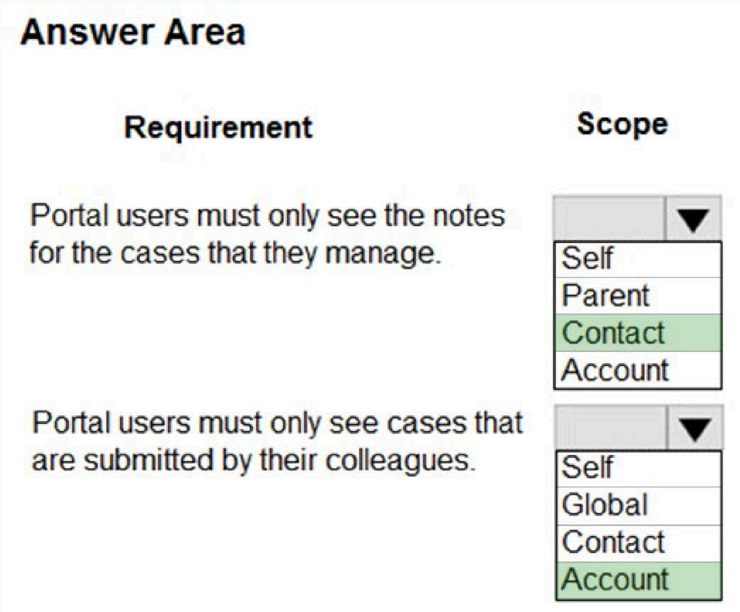
Which entity permission scope should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



Box 1: Contact -

With Contact 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 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

AmineKol17 Highly Voted 2 years, 11 months ago
According to the given link, the first should be parent. Because there is no direct relationship between annotation and contact records.
upvoted 32 times

ragha81 Highly Voted 2 years, 8 months ago
It must be parent and account
upvoted 16 times

MrEz Most Recent 3 months, 3 weeks ago
✑ Portal users must only see cases that are submitted by their colleagues.
weird wording. it could mean they should not see their very own cases :-). only submitted by their colleagues?!
upvoted 2 times

umibozu 4 months, 1 week ago
PARENT AND ACCOUNT. the notes will be attached to a parent case.
upvoted 1 times

nicknamety 1 year ago
https://learn.microsoft.com/en-us/power-pages/security/table-permissions#available-access-types

Note
The Parent access type is only available in the Portal Management app. Instead of creating a table permission with the access type of Parent when using the design studio, directly add child permission to existing table permissions.
upvoted 3 times

Parth91 1 year, 1 month ago
First one is Parent
Second one is Account

Very well explained in the below two blogposts,
https://vblogs.in/table-permissions-in-powerapps-portal-part-1/
https://vblogs.in/table-permissions-in-powerapps-portal-part-2/
upvoted 1 times

RalphE 1 year, 7 months ago
Also see “Parent” as the right solution. It says the contact must see notes created for the case they manage. This does not mean that they have a direct relationship (e.g. via Regarding) to that Note. The Relationship to that Note is made via the Cases they own and than the related Notes of theses cases. So must be parent.
upvoted 1 times

petertwilliams 1 year, 8 months ago
1st Box: Parent
Have to assume Notes means using the Timeline feature. Otherwise, the question should just state "Portal Users must only see cases that they manage".
Therefore, Parent.
2nd Box: Account
upvoted 2 times

Kollyjose 2 years ago
1- Parent
2-Account
upvoted 6 times

Icky 2 years ago

Parent and Account. Notes doesn't have a direct relationship to Contact.
upvoted 4 times

AleMar153 5 months, 1 week ago
It may mans annotations-related activities
upvoted 1 times

ansrikanth1 2 years, 4 months ago
hmm.. that's one another tricky one. They said "notes" but never mentioned Annotations,a notes could be a text field on the case it self, in which case having Contact level should be good enough. Depends how we interpret the question.
upvoted 4 times

m3ngi3 1 year, 10 months ago
My thoughts exactly...
upvoted 2 times

giogo 2 years, 4 months ago
1- Parent
2-Account
upvoted 1 times

Eskape 2 years, 9 months ago
First answer is Parent, second one is Account.
upvoted 1 times

[Removed] 3 years ago
I think the first is Parent on the Notes entity to only see cases notes that you own.
upvoted 4 times

N8n0z 3 years, 1 month ago
Sounds right, according to the link provided
upvoted 5 times

Question #6 Topic 2

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.

Hot Area:

Answer Area

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

Suggested Answer:

Answer Area

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 cources.

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

val_maly Highly Voted 3 years ago
Does N-N with system generated table means Native Many to many relation and with custom table means intersect table?
If so the I would choose:
1. Many to Many with system generated (Nothing in question stated that any additional infor about qualification needed)
2. One to many (Educator can teach multiple courses)
3. Many to Many with custom table (session is a good example of intersect table)
upvoted 49 times

Newb007 1 year, 1 month ago
Why system table for first one ?
upvoted 3 times

CDDT 2 years, 10 months ago
3. Could be N:N Custom Table if it's necessary to consider a Student Table. But considering the singular Session Table, I think it's correct also 1:N (1 Course : N Sessions)...
upvoted 9 times

[Removed] 2 years ago
3rd one should be 1:n, becasue we have a table course that contains educator, such record can be used in multiple sessions.
upvoted 1 times

spacemess Highly Voted 2 years, 9 months ago
1. N:N (system generated table) as qualification will be master data and multiple educators can have multiple qualifications.
2. 1:N as each course can have only 1 primary educator (lookup field)
3. 1:N as each course needs to have sessions information associated with the course for tracking purpose. It shouldn't be N:N as it is clearly mentioned that session info is maintained in excel when a session is held for a course implying each course can have multiple sessions exclusive to that course only -> "Each time a course is offered, the company tracks that the session has taken place in an Excel workbook."
upvoted 44 times

AleMar153 Most Recent 5 months, 1 week ago
For whoever says first is 1:N: a qualification can be held by multiple professors, and a professor can have more than a qualification, so you need N: N
upvoted 2 times

MEG_Florida 12 months ago
This one is a bit out there in possibilities.
1. This is for sure a Many to Many and I would have said System Generated Table, because it is the hidden intersect table..
The reason behind M:M is because you have a table that has educators. You would most certainly have a table, without duplicates, of qualifications. Since the qualifications table is essentially a "list" of unique options, that means Multiple Educators could be associated to the same qualification and a qualification could be associated to multiple educators. Hence M:M/N:N

2. 1:N because an instance of a course will never pant to M educators
3. 1:N because again, you have a Course, the course has N number of pieces of information associated and in this case it would be a Custom table because you need extra details "collected" as its not simply an association but an association + extra data.
upvoted 2 times

rober13 11 months, 1 week ago
Hi,
I agree with 2 and 3, but I think, 1 is N:N custom table. There is not system table for a specific course or educator (maybe you could use user table with new colum for info educator). So you need to create a new table for course.

https://learn.microsoft.com/en-us/power-apps/maker/data-platform/access-migrate-linked-tables#tables
https://learn.microsoft.com/en-us/power-apps/maker/data-platform/create-edit-entity-relationships
upvoted 1 times

AleMar153 5 months, 3 weeks ago
I think it means the table in the middle is generated by the system
upvoted 1 times

Aibloy 1 year, 1 month ago

What means "custom table" and "system generated table"?

upvoted 3 times

umibozu 4 months, 1 week ago

the n:N standard table does not permit to any other atttribute, the n:N custom in fact is a custom table with two relations (1:N and N:1) plus various attributes

upvoted 1 times

PRASAD180 1 year, 4 months ago

1st Box: Many-to-Many that uses a system generated table.

2nd Box: One-to-many relationship

3rd Box: Many-to-many relationship that uses a custom table.

upvoted 3 times

OldHand1 1 year, 6 months ago

Honestly you can take your pick with the wording of these questions. For e.g question 2 'When each course is held there must be a primary educator assigned' you could read that as only one educator so 1 to many, or if there is a 'primary' there must be secondary educators too, so a one to many with custom table and record the relationship of primary or secondary in the intersect. I'm guessing the first one, but its a total guess on what they mean, not on how relationships work!

upvoted 2 times

[Removed] 1 year, 8 months ago

Answer for #1 should be N-N with custom table because the type of qualification should be a consideration in the design. Otherwise, the list available to select from will be a mess.

upvoted 2 times

MJ034 1 year, 8 months ago

1. I would give N:N with system generated table as an answer here. But personally I would prefer N:N with custom table for implementation considering ease of query

2. One to many with primary educator lookup

3. N:N with Custom Table. Course - Course Session

upvoted 1 times

petertwilliams 1 year, 8 months ago

1st Box: Many-to-Many that uses a system generated table.

"The company maintains a list of required qualifications ". A qualification can be associated to many Educators. An Educator can be associated to many qualifications. This is many to many. As there are no other details that need to be captured about the association (e.g. Date of qualification attained), then a system generated intersect table is sufficient.

2nd Box: One-to-many relationship

"Primary educator" indicates a single value selected. Therefore, one-to-many.

3rd Box: One-to-many relationship

A course can have zero or more course sessions. This is one-to-many.

NOTE: Many-to-many makes no sense to me. If I'm on the course session record, from which table would I be selecting multiple records to associate to? Courses? No. Educators? No. Qualifications? No

upvoted 3 times

SaschaB 1 year, 9 months ago

1. N:N with system table assuming you want to track if 2 euducators have the same qualification.

2. One to many (one Educator per course but multiple courses per educator)

3. One to many (one course, multiple information? this case seriously lacks info)

upvoted 2 times

ArezouDynamics 1 year, 9 months ago

In my opinion this should be the right answer:

1- Many-To-Many(Each Educator can have multiple Qualifications and Each Qualification have belong to multiple Educators.)

2-1-Many(On the course we'll have a look up to Primary Educator represent the Many part)

3-1-Many (Each course can have multiple session)

upvoted 2 times

ClairFraser 1 year, 11 months ago

1 - Many to Many (system generated educator - qualifications)

2- One to Many (primary educator)

3- One to Many (course session)

upvoted 3 times

Icky 2 years ago

N:N Custom table - Qualifications can be the same for many Educators

1:N a Primary Educator for each course

1:N a course has many sessions

upvoted 2 times

originalwitness 2 years, 1 month ago

I'm sorry but there is no system table that can be used for the first question.

upvoted 1 times

LostArc 2 years, 4 months ago

This question was there on 20/Feb/2022.

upvoted 1 times

giogo 2 years, 4 months ago

In my opinion it is correct, although I agree that the first one could also be N:N but since we do not need to know the educators that have a specific qualification, 1:N is enough to answer the requirement

upvoted 4 times

Question #7 Topic 2

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.

Hot Area:

Answer Area

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

Suggested Answer:

Answer Area

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

Orlyf1987 Highly Voted 2 years, 6 months ago

Correct

upvoted 19 times

N8n0z Highly Voted 2 years, 7 months ago

Correct

upvoted 8 times

MEG_Florida Most Recent 5 months, 4 weeks ago

Correct

upvoted 2 times

Parth91 7 months, 3 weeks ago

Correct.

First one is DLP

Second one is Security Group

upvoted 1 times

xyzzy123 11 months, 4 weeks ago

correct

upvoted 2 times

Kollyjose 1 year, 6 months ago

CORRECT

upvoted 1 times

giogo 1 year, 10 months ago

Correct

upvoted 3 times

Question #8 *Topic 2*

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.

Suggested Answer: *BC*
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

Community vote distribution
AC (100%)

Papcock1 Highly Voted 2 years, 7 months ago
Going AC.
upvoted 60 times

ZVV 2 years, 7 months ago
A does not address the requirement: Prevent the addition of duplicate colors based on the hexadecimal value for the color.
I think it should be CD
upvoted 3 times

danosagi 2 years, 3 months ago
Agree with Papcock1, D is not needed as long as C is enforced.
upvoted 2 times

Papcock1 2 years, 7 months ago
How would D address that requirement? You're relying on the C option to prevent the duplicate colors being entered, the A option is there because it enforces that column will have data in it.
upvoted 3 times

gdo 2 years, 4 months ago
100% agree. As C is a solid answer why would be a bulk deletion job necessary? A is the key to prevent NULL values on hex field.
upvoted 1 times

malyaban Highly Voted 2 years, 7 months ago
Answer is definitely AC. A because even if you set hex as alt key it will still be nullable. During the duplicate detection process, if a field has an empty value (translated to NULL in the database) in one of the fields, the record will not be identified as a duplicate. You will need the field to be business required.
upvoted 18 times

Druey Most Recent 4 months, 4 weeks ago
Selected Answer: AC

For sure it is: AC

upvoted 2 times

MEG_Florida 5 months, 4 weeks ago

A:C

A ensures that there IS a value there and C ensures that it isn't a duplicate.

upvoted 1 times

Parth91 7 months, 3 weeks ago

Selected Answer: AC

A: Make the HEX column as required so that all the rows in Colors table have HEX value

C: Alternate key on HEX column so that there could not be a duplicate entry in the table

upvoted 1 times

RichXP 10 months, 4 weeks ago

Selected Answer: AC

A force users to enter it, C no duplicate

upvoted 1 times

AP2020 11 months, 4 weeks ago

Selected Answer: AC

Correct

upvoted 1 times

ChinhP 1 year, 2 months ago

AC for sure

upvoted 1 times

MoSun_Amini 1 year, 3 months ago

Answer is: AC

upvoted 1 times

ArezouDynamics 1 year, 3 months ago

B and C is correct!

upvoted 1 times

AlRe 1 year, 3 months ago

Selected Answer: AC

The explanation of wrong B refers to A.

upvoted 2 times

Vin22CRM 1 year, 4 months ago

My Answer is AC

upvoted 1 times

avow 1 year, 6 months ago

Selected Answer: AC

AC - The key can trigger duplicate detection, and business required forces the data entry to compare to other records.

upvoted 1 times

Icky 1 year, 7 months ago

Selected Answer: AC

Bulk record deletion job has nothing even remotely related to the requirement. Answer is A and C

upvoted 1 times

CyrilleC 1 year, 7 months ago

Selected Answer: AC

AC because alternate key can be null

In this case, D is not needed because C is enforced.

upvoted 1 times

Dynamic_MD 1 year, 7 months ago

Selected Answer: AC

I will go with AC

upvoted 1 times

d365ppp 1 year, 7 months ago

Selected Answer: AC

AC: Users should fill the info inorder to maintain and making it required would solve the issue. Secondly, we don't create problem and then solve, instead we prevent problem. So, using a key value to identify before creating a duplicate value is the right answer. AC is the definite answer.

upvoted 2 times

Question #9 | *Topic 2*

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.

Hot Area:

Answer Area

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

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

Suggested Answer:

Answer Area

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

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

CDDT Highly Voted 1 year, 4 months ago

1 You can detect on time the sales stage change in Dataverse (Power Automate + Dataverse) and send email to recipients using Team Owner information, sending by Outlook connector
2 You can use PBI Data Alerts: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts and when occur the alert trigger (the alert is triggered on refresh report) a Power Automate that retrieve all Sale force users (O365 users connector) and send on email via O365 Outlook connector: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
In this way users can see the same USD value: both Dataverse than Power BI.
3 You don't need notification solutions as Data alerts , you don't need O365 connectors. You need a Power Apps embedded in Power BI and create playbook in Dataverse using this app.
upvoted 24 times

hbtri2009 1 year, 2 months ago
so the answer is 1-1-4 right?
upvoted 3 times

Raja53kar 1 year, 2 months ago
So the answer is 2,2,4 !
upvoted 5 times

BrettusMaximus 5 months, 1 week ago
1-2-4 Answer
1: https://docs.microsoft.com/en-us/connectors/office365/
2: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts
3: https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-powerapp
upvoted 14 times

shibax Highly Voted 10 months, 2 weeks ago
1,2,4 is corrected answer!
upvoted 12 times

Icky Most Recent 6 months, 3 weeks ago
The answer is correct. One, you need the Outlook Connector to send an email. The second one you would use Power BI data alerts because you need to look at the full pipeline data set to trigger the alert.
upvoted 3 times

LostArc 10 months, 2 weeks ago
This question was there on 20/Feb/2022.
upvoted 1 times

giogo 10 months, 2 weeks ago
2-2-4 as CDDT explained:
1 You can detect on time the sales stage change in Dataverse (Power Automate + Dataverse) and send email to recipients using Team Owner information, sending by Outlook connector
2 You can use PBI Data Alerts: https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts and when occur the alert trigger (the alert is triggered on refresh report) a Power Automate that retrieve all Sale force users (O365 users connector) and send on email via O365 Outlook connector: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
In this way users can see the same USD value: both Dataverse than Power BI.
3 You don't need notification solutions as Data alerts , you don't need O365 connectors. You need a Power Apps embedded in Power BI and create playbook in Dataverse using this app.
upvoted 2 times

ShilpaSudhi 11 months ago
Option- 1: For notification, we use Office365Outlook connector.

Office365Users connector is used to get the users details (like manager, email address, etc.). We cannot use this connector for sending a notification.

I think the answer provided for all options are correct to my knowledge.
upvoted 2 times

MohamedVaga 1 year ago
My answer is 2-2-4
upvoted 2 times

ArezouDynamics 1 year, 1 month ago

The answer is correct!
upvoted 11 times

fhqhfhqh 1 year, 3 months ago
This question was on the exam.
upvoted 3 times

NoNameBrand 1 year, 5 months ago
1) Microsoft Automate, Dataverse Connector, Office 365 Users
"Office 365 Users Connection provider lets you access user profiles in your organization using your Office 365 account. You can perform various actions such as get your profile, a user's profile, a user's manager or direct reports and also update a user profile."
https://docs.microsoft.com/en-us/connectors/office365users/

2) Automate, Power BI data alert, Office 365 Users
"Power BI data alert connector for Microsoft Flow."
https://powerbi.microsoft.com/en-us/blog/turn-insight-into-deep-meaningful-action-using-microsoft-flow-and-power-bi/

3) Automate, Power BI, Power Apps, Dataverse connector
By process of elimination.
- We don't need Office 365 Users or Office 365 Outlook connector
upvoted 2 times

hss1 1 year, 5 months ago
I'm very confused with this. Any idea of the correct answers?
upvoted 1 times

Papcock1 1 year, 7 months ago
I don't get what the 2nd one would gain from having a PBI alert... I'm going with Top/Top/Bottom.
upvoted 2 times

Papcock1 1 year, 7 months ago
I take this back. After further research, the notification comes from the Power BI thing, but I don't get what purpose the given choice's Office 365 connector is doing in the process, not sure what the answer is on the 2nd question.
upvoted 2 times

Power_Ninja 1 year, 6 months ago
Agree with your answer and agree on the Office 365 connector .. not sure what it's adding..
upvoted 1 times

N8n0z 1 year, 7 months ago
Would think the second one would have the same answer as the first?
upvoted 2 times

ZVV 1 year, 7 months ago
In this case you'll need to calculate pipeline on schedule.
With data alerts you can have it near real time. Assuming that Office connector include Outlook, it would work.
Check this: https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-flow-integration
upvoted 4 times

TheLadyB 1 year, 8 months ago
Same question appers on MB-600 and there for the first question the answer provided is Microsoft Power AUtomate, Microsoft Dataverse connector, and Microsoft Office 365 users
upvoted 2 times

ZVV 1 year, 7 months ago
And now I think it makes sense (to get user's manager)
upvoted 2 times

Fella 1 year, 6 months ago
So are we saying the first answer should be Microsoft Power AUtomate, Microsoft Dataverse connector, and Microsoft Office 365 users?
upvoted 1 times

Question #10 *Topic 2*

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.

Suggested Answer: *AB*

Community vote distribution

AD (100%)

N8n0z Highly Voted 3 years, 7 months ago
AD I think. Having a BPF won't necessarily answer the requirement but changing the workflows logic to a sync plugin will work, even though we'll probably need to write more code
upvoted 43 times

juan54 3 years, 4 months ago
what a plugin means on power platform ?
upvoted 1 times

HelloWorldHere 2 years, 10 months ago
No. Plugins are written withing D365 on defined stages and runs on serverside.
upvoted 1 times

BrettusMaximus 2 years, 5 months ago
Plugins can be applied to any event in Dataverse, not just D365
upvoted 2 times

blopper 3 years, 2 months ago
It's gauranteed AD. No need to think/guess at all :)
upvoted 8 times

HelloWorldHere 2 years, 10 months ago
No. Plugins are written withing D365 on defined stages and runs on serverside.
upvoted 1 times

wsjones Most Recent 6 months, 1 week ago
Selected Answer: AD
AD will get the job done.
upvoted 1 times

MrEz 9 months, 4 weeks ago
user azure functions and queue the updates if users go back and forth with updating values...
upvoted 2 times

Parth91 1 year, 7 months ago
Selected Answer: AD
AD makes the most sense.
upvoted 1 times

AmpoluHemanth 1 year, 9 months ago

Selected Answer: AD

Users expect to see an updated total for the quote in "real time". Hence the options should be A & D

upvoted 1 times

petertwilliams 2 years, 2 months ago

Selected Answer: AD

BPF has nothing to do with the issue.

Asynchronous workflow is not real-time.

upvoted 2 times

Vin22CRM 2 years, 4 months ago

Selected Answer: AD

What i choose is AD

upvoted 2 times

mscert_iy 2 years, 6 months ago

Selected Answer: AD

Real time workflow and sync plugin are the only instantly running events. Would prevent issues with data they see.

upvoted 2 times

Icky 2 years, 6 months ago

Selected Answer: AD

Def A and D. You don't want to recommend the workflow, Microsoft is recommending to move away from workflows as it will be deprecated. BPF won't do anything to solve this requirement. If anything, make sure you comment on your answers for the exam as to why you pick your answer in case you have to challenge the outcome.

upvoted 2 times

avow 2 years, 6 months ago

Selected Answer: AD

B can not work because there would be multiple things going on.

upvoted 2 times

[Removed] 2 years, 7 months ago

Here, only sync plugin and JS/business rule can resolve the task. Anything async will not do the job as required

upvoted 2 times

[Removed] 2 years, 7 months ago

also, the old workflows are not recommended to use.

upvoted 1 times

fre43 2 years, 10 months ago

Selected Answer: AD

I think A and D

upvoted 3 times

ArezouDynamics 3 years, 1 month ago

In order to get the real-time outcome, we should choose a synchronous solution which can come with Real-time workflows and plugins. So, A and D are correct answers.

upvoted 2 times

altman 3 years, 3 months ago

B is incorrect because after the consolidation, the final workflow is still asynchronous.

upvoted 3 times

[Removed] 3 years, 6 months ago

AD I think too due to real-time requirements.

upvoted 2 times

Power_Ninja 3 years, 6 months ago

A & D else how will the process be real-time e.g.

async = fire and for forget

sync = wait till the operation complete and get the answer immediately

upvoted 2 times

Papcock1 3 years, 7 months ago

Should be B&C

upvoted 2 times

Question #11 *Topic 2*

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

Suggested Answer: *CD*
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

Community vote distribution
CD (100%)

N8n0z Highly Voted 3 years, 7 months ago
Correct
upvoted 22 times

wsjones Most Recent 6 months, 3 weeks ago
Selected Answer: CD
Probably would go with D if there were only one option, but C & D will both work.
upvoted 1 times

stalex 1 year, 5 months ago
Selected Answer: CD
C & D 100%. A does not exist and B is not the case.
upvoted 3 times

spokoloko 1 year ago
A does exist, but is not related to security but with visualizing the data in a tree structure within a model driven app.
upvoted 2 times

Parth91 1 year, 7 months ago
Selected Answer: CD
C - For the positions
D - For the security to be implemented
upvoted 1 times

MS_KoolaidMan 1 year, 10 months ago
Selected Answer: CD
C - For the manager structure
D - For the owners of the opportunities
upvoted 2 times

xyzzy123 1 year, 11 months ago

correct

upvoted 1 times

ern24435 2 years, 4 months ago

Correct

upvoted 1 times

Vin22CRM 2 years, 4 months ago

Yes Correct

upvoted 1 times

LostArc 2 years, 10 months ago

This question was there on 20/Feb/2022.

upvoted 1 times

fhqhfhqh 3 years, 3 months ago

This question was on the exam.

upvoted 2 times

Question #12 *Topic 2*

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

Suggested Answer: *B*
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

Community vote distribution
A (100%)

malyaban Highly Voted 2 years, 7 months ago
Wrong answer - Concatenation is for values in one column and using a delimiter. Column merging is only possible in DataFlows. Answer is A
upvoted 39 times

tumaj Highly Voted 2 years, 3 months ago
The key phrase of the question is: "The company must import the data from the existing system into a Power Platform solution."
Data Import Wizard is used to import data from a .csv or xml file and not directly from an external data source. Therefore an ETL tool is needed here and the "Power Platform Data Flows" is the correct answer.
upvoted 8 times

Attendee1 Most Recent 1 month, 4 weeks ago
Selected Answer: A
Dataflows can combine the fields.
upvoted 1 times

CESBCN 8 months ago
Selected Answer: A
Power Platform dataflows are designed to extract, transform, and load (ETL) data from various sources into Common Data Service or other destinations in Power Platform. They are particularly useful for handling complex data transformations and cleansing tasks

upvoted 2 times

stv 10 months, 1 week ago

https://learn.microsoft.com/en-us/power-apps/developer/data-platform/import-data

The Dataverse web services provide the following additional capabilities that aren't available in the Import Data Wizard:

- Create data maps that include complex transformation mapping, such as concatenation, split, and replace.

upvoted 1 times

Muzera 1 year, 1 month ago

Selected Answer: A

Answer : A

upvoted 1 times

petertwilliams 1 year, 2 months ago

Well I'm going for A.

But I do see why B was provided as an answer. Once upon a time this may have been the way to go.

https://cloudblogs.microsoft.com/dynamics365/no-audience/2008/03/24/data-migration-manager-advanced-transformation-mappings/

https://cloudblogs.microsoft.com/dynamics365/no-audience/2008/04/04/data-migration-manager-advanced-transformations/

upvoted 1 times

mister_exam 1 year, 3 months ago

I'd go with B because using a Dataflow for data import seems heavily overkill. Combine the data in Excel first using formulas, generate a csv, then import using the Data Import Wizard.

upvoted 3 times

kangtamo 1 year, 3 months ago

Selected Answer: A

I agree with A.

upvoted 1 times

kangtamo 1 year, 4 months ago

Selected Answer: A

I agree with A.

upvoted 1 times

ShilpaSudhi 1 year, 9 months ago

Selected Answer: A

Answer : A

upvoted 3 times

Ravindarreddy 1 year, 10 months ago

Correct Answer: A

upvoted 2 times

> **mat12** 1 year, 9 months ago
>
> What system is "existing system"? If it is legacy system, we can't use Dataflow.
>
> upvoted 1 times

LostArc 1 year, 10 months ago

This question was there on 20/Feb/2022.

upvoted 1 times

MohamedVaga 1 year, 12 months ago

Correct Answer is A,

upvoted 2 times

fhqhfhqh 2 years, 3 months ago

This question was on the exam.

upvoted 3 times

> **Aedu** 2 years ago
>
> And what is the correct answer please?
>
> upvoted 1 times

CDDT 2 years, 4 months ago

Correct Answer is A: Dataflow is one MS ETL solution (Extract - Transform - Load)
Other options are static data Export/Import solutions
upvoted 3 times

wfrf92 2 years, 5 months ago
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import

Correct Answer : A
upvoted 2 times

wfrf92 2 years, 5 months ago
Correct Answer : C
upvoted 2 times

Question #13 Topic 2

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

Suggested Answer: *ABC*
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

Community vote distribution
ACD (69%) ADE (15%) ABD (15%)

alberto_75 Highly Voted 3 years, 1 month ago
I think correct answer is A, C, D by exclusion. DataFlow, workfow and Power Automate can apply business logic and trasformation. Instead Business Rule and Duplicate Detection Rule can't. The last answer can block record creation but not change values....
upvoted 41 times

Papcock1 Highly Voted 3 years, 7 months ago
I'd go ABD as well, although C&D seem interchangeable, it seems more likely the answer would be D just due to recency bias.
upvoted 10 times

wsjones Most Recent 6 months, 2 weeks ago
Selected Answer: ACD
I agree with AI.
upvoted 2 times

MrEz 9 months, 4 weeks ago

the question is what can create data inconsistencies between two systems?
i would rule out Business Rules because they work onload of a form and does not directly modify the data.
if you had duplicate detection (and prevention to create duplicates) in one system and while in the other it allows duplicates this could be another source of inconsistencies. However, the 3 problems do NOT relate to this problem.
therefore i rule out B and E, remaining the solution A, C, D.
though i think it is an odd question after all.

classic and power automate could make issues because they do not queue requests in a sequential order.
upvoted 1 times

Ghalandor90 1 year, 9 months ago
Selected Answer: ADE
ADE. Classic workflows are used to automate business processes, including the updating of records in the Power Platform. However, they are less likely to cause the observed differences, as they have been superseded by Power Automate cloud flows
upvoted 2 times

Ghalandor90 1 year, 9 months ago
For me the answer is ADE. Classic workflows are used to automate business processes, including the updating of records in the Power Platform. However, they are less likely to cause the observed differences, as they have been superseded by Power Automate cloud flows
upvoted 1 times

petertwilliams 2 years, 2 months ago
Selected Answer: ABD
A: A dataflow can certainly cause the problems described.
Note: "Connects to a Power Platform environment". It doesn't necessarily say that there is an application in this environment. It could be used for Power BI reporting and the data is being pulled into it for that purpose. Otherwise, using a Dataflow for updating a lead table (especially if it were Dynamics) doesn't sound like a good idea to me.

D: Power Automate Flow can definitely be used for integration purposes and cause these problems.
B: Business Rule can change the owner whilst a legacy flow cannot. Topic and telephone number issue are very unlikely to be caused by a legacy flow or business rule. So, I'm opting for B.
E: Duplicate data rules seems very unlikely.
upvoted 2 times

yopla1 2 years, 4 months ago
Selected Answer: ACD
All have actions on data
upvoted 4 times

d365ppp 2 years, 7 months ago
Classic workflow has been replaced with Power automate flow.

https://docs.microsoft.com/en-us/power-automate/replace-workflows-with-flows
upvoted 2 times

MrMiniMite 2 years, 6 months ago
Nope, not yet.
upvoted 1 times

ppcworld22 2 years, 11 months ago
Selected Answer: ACD
ACD is correct answer.
No any point in question talks about data duplication and Business Rules dont fit here as no point talks about fields visibility or any other cosmetic impacts.
upvoted 3 times

MrMiniMite 2 years, 6 months ago
A business rule set as Entity scope can change the Owner but I think ACD are more likely.
upvoted 1 times

fre43 2 years, 11 months ago
I vote for ACD
upvoted 1 times

ragha81 3 years, 1 month ago

BCD is correct answer

upvoted 3 times

NoNameBrand 3 years, 5 months ago

A D E

Why A? - The owner data in the lead table and the third-party application do not match.
This seems like an incorrect mapping in the Data flow.

Why D? - There are differences in how telephone numbers are formatted.
This seems like Automated flow that changes the format of a number, could also be done via data flows...

Why E? - The Topic column has more information than the related record from the marketing application.
"The Merge option is available only for Account, Lead, and Contact entities."
https://docs.microsoft.com/en-us/power-platform/admin/detect-duplicate-records

upvoted 3 times

EMJK 3 years, 6 months ago

I think it is BDE.

upvoted 3 times

datchattdude 3 years, 6 months ago

Explanation doesn't match the "Correct Answer" letters. If you go by the explanation, then the answer should be ABE. They're saying that C = Duplicate detection in the explanation.

upvoted 2 times

Power_Ninja 3 years, 6 months ago

I wouldn't use a Dataflow for integration nor should you so that leaves B (if it fires at entity level) , C, D ... E is not relevant.

upvoted 4 times

ZVV 3 years, 7 months ago

I'd choose ABD

upvoted 4 times

Question #14 *Topic 2*

HOTSPOT -

You are supporting the go-live process for a company. The company is responsible for migrating data to the Power Platform by using a custom solution.

The company reports the following issues:

✑ Migration processes fail due to operation timeouts.

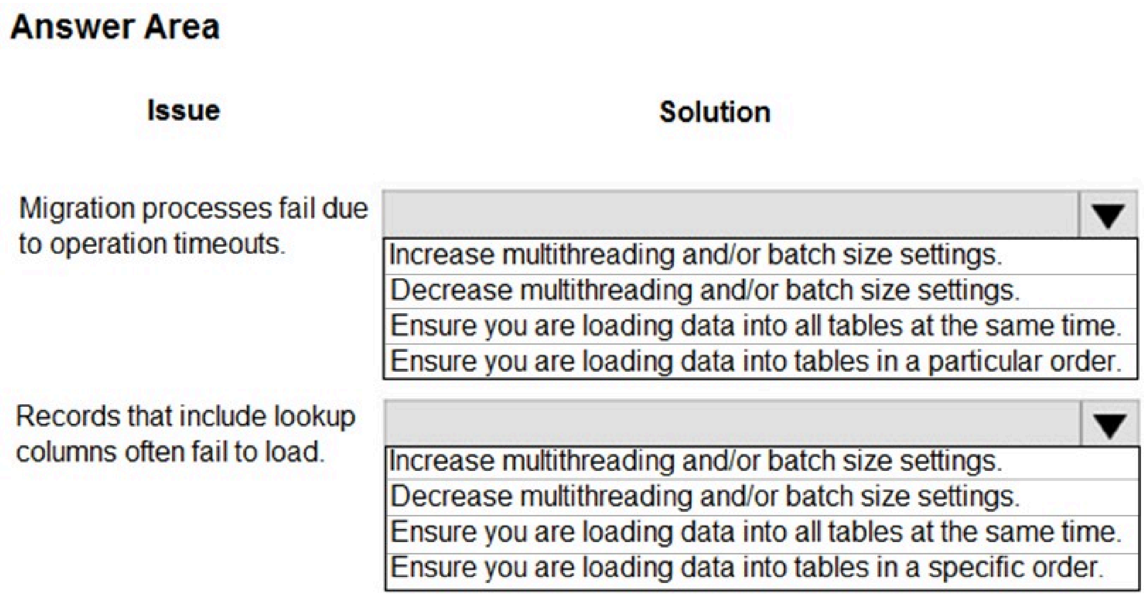
✑ Records that include lookup columns often fail to load.

You need to recommend a solution.

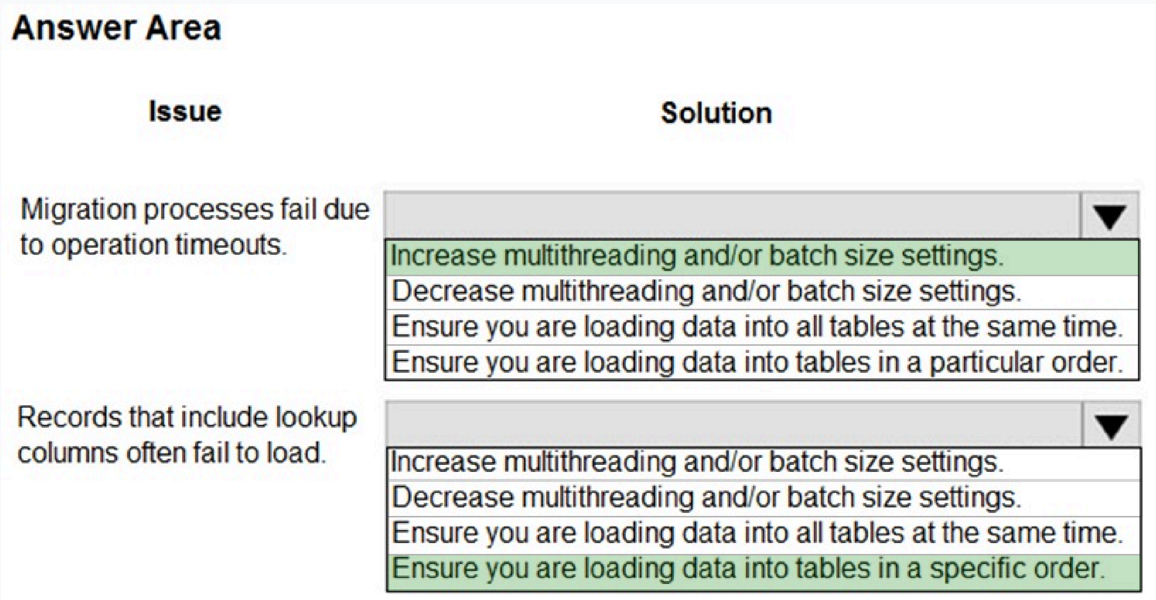
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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.

ExamTaker5000 Highly Voted 2 years, 3 months ago

B + D is the answer

upvoted 44 times

CDDT Highly Voted 2 years, 4 months ago

1 Decrease Multi and/or batch size

2 Import according the correct order

upvoted 10 times

MEG_Florida Most Recent 5 months, 4 weeks ago

B+D, increasing the threading (and skipping increasing the batch size) still would not solve the problem it would potentially make it worse because now you have even more threads running large batch sizes..

So decrease the batch size (potentially decrease the thread count as well) but test first then decide

upvoted 1 times

al454 1 year, 3 months ago

B & D are correct answers.

upvoted 2 times

d365ppp 1 year, 7 months ago

DB. Simple logic

upvoted 2 times

giogo 1 year, 10 months ago

1. if you increase multithreading it should fix the issue, but then you would also decrease the batch size. I would go with A since you cannot decrease both the multithreading and the batch size and process the same amount of data in less time
2. D

upvoted 2 times

ppcworld22 1 year, 11 months ago

B & D are correct answers.

upvoted 1 times

Mudassar 2 years, 3 months ago

B - Decrease batchsize

D - Import in correct order

upvoted 4 times

trucbinh 2 years, 4 months ago

Should be Decrease the batch size

upvoted 2 times

N8n0z 2 years, 7 months ago

Correct

upvoted 3 times

fadyanwar 2 years, 6 months ago

Actually you should decrease the batch size to avoid timeouts

upvoted 6 times

Question #15 *Topic 2*

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

Suggested Answer: *D*

Community vote distribution

D (100%)

bsb1482 Highly Voted 2 years, 12 months ago

Selected Answer: D

Correct

upvoted 13 times

vinkelsliper_043 Most Recent 6 months, 1 week ago

It's nice to have these super easy questions once in a while. Answer: D (BPF)

upvoted 1 times

Parth91 1 year, 7 months ago

Selected Answer: D

Business Process Flows is the right answer.

upvoted 3 times

cskurtveit94 1 year, 9 months ago

Selected Answer: D

Correct

upvoted 1 times

Anon303 2 years, 3 months ago

Selected Answer: D

Not much to debate here. Clearly BPF.

upvoted 2 times

Vin22CRM 2 years, 4 months ago

Selected Answer: D

BPF is correct

upvoted 1 times

Icky 2 years, 6 months ago

Selected Answer: D

Business Process Flow - D

upvoted 1 times

[Removed] 2 years, 7 months ago

Nooooooo

upvoted 1 times

ettie54f_p929n 2 years, 8 months ago

Selected Answer: D

its BPF

upvoted 1 times

MariusAlmato 3 years ago

Selected Answer: D

Correct

upvoted 3 times

Sreeyeggina 3 years, 1 month ago

Correct

upvoted 2 times

PradeepG433 3 years, 2 months ago

Correct

upvoted 2 times

Question #16 Topic 2

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.

Hot Area:

Answer Area

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.

Suggested Answer:

Answer Area

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-premises/customize/create-edit-virtual-entities

alaamohy Highly Voted 2 years, 1 month ago
correct!
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/virtual-entities
upvoted 16 times

rober13 Most Recent 5 months, 1 week ago
I agreed. Virtual and API
upvoted 2 times

Parth91 7 months, 3 weeks ago
Correct answers
upvoted 2 times

alexjhvfjhvjhj 1 year, 9 months ago
Doesn't virtual tables use GUID, and sql use an integer auto-unique key?
upvoted 2 times

BrettusMaximus 1 year, 5 months ago
SQL can use Guids too or anything else as a primary or secondary key.
upvoted 2 times

giogo 1 year, 10 months ago
correct
upvoted 2 times

Mingq 1 year, 11 months ago
Correct!
upvoted 1 times

fre43 1 year, 11 months ago
it's right
upvoted 1 times

Question #17 Topic 2

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.

Hot Area:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	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.	Define requirements for data entry. Define and implement duplicate detection rules. Define the data type and format for each column.

Suggested Answer:

Answer Area

Issue	Solution
Users often encounter a character limit when entering data.	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.	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

Sreeyeggina Highly Voted 3 years, 1 month ago

Correct

upvoted 25 times

wsjones Most Recent 6 months, 3 weeks ago

Still correct!

upvoted 1 times

Parth91 1 year, 7 months ago

Correct answers.

upvoted 2 times

anonymous8521 2 years, 9 months ago

correct answer

upvoted 3 times

giogo 2 years, 10 months ago

correct

upvoted 3 times

BR565 3 years, 2 months ago

Correct

upvoted 4 times

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.

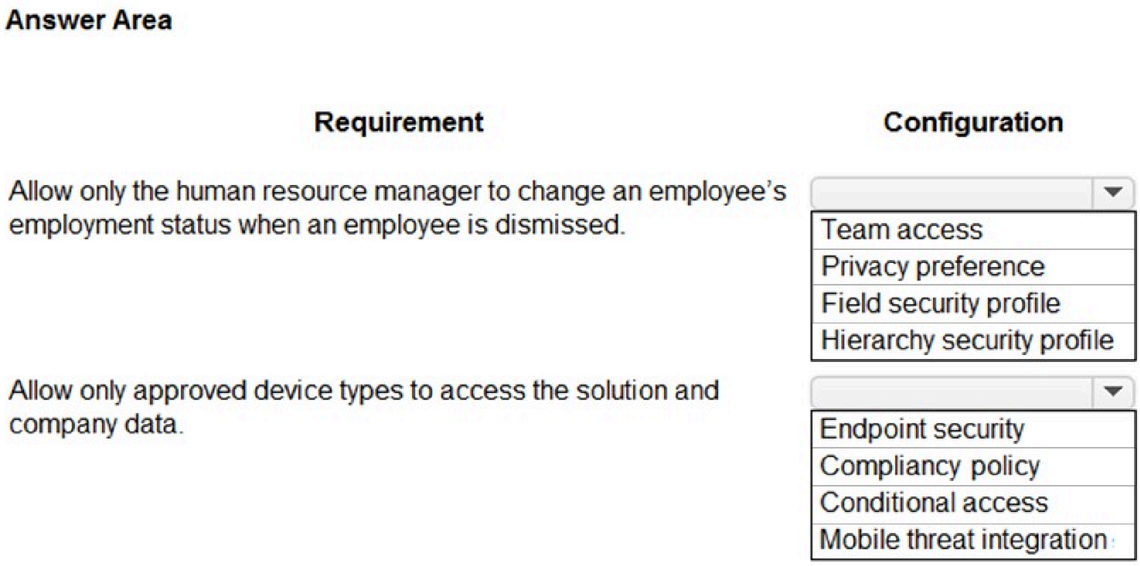
✑ Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the requirements.

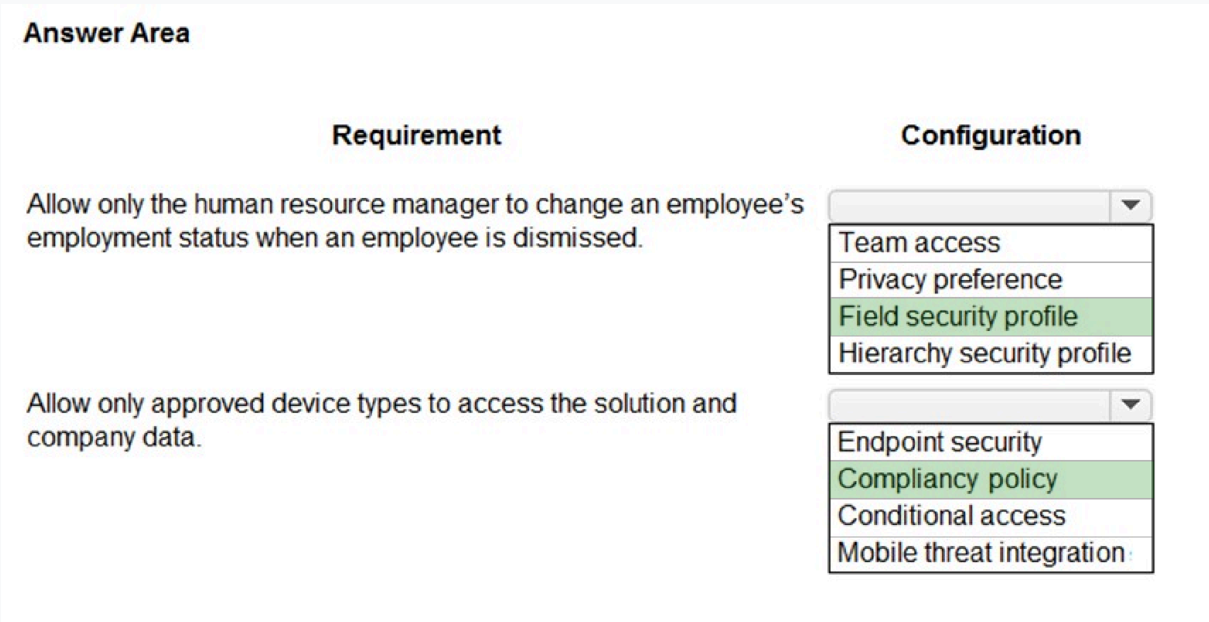
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Suggested Answer:



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: Compliancy policy -

Compliance policy settings ג€" 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

kenwj2342 Highly Voted 3 years, 1 month ago
Second one should be conditional access.
upvoted 46 times

alaamohy 3 years, 1 month ago
Agreed
upvoted 3 times

giogo Highly Voted 2 years, 10 months ago
1- Field Security profile
2- Conditional Access.
upvoted 17 times

uberlord Most Recent 2 months, 3 weeks ago
the second one is conditional access as we dont want to block logon from non compliant devices (compliance) but just deny access to the solution and data, they can still access the tenant and office etc with their account and non compliant device, but if the device is compliant they can see the solution and data
upvoted 1 times

ymiya 1 year, 9 months ago
2. Conditional access
If you use Conditional Access, your Conditional Access policies can use your device compliance results to block access to resources from noncompliant devices.
https://learn.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started#device-compliance-policies
upvoted 5 times

rober13 1 year, 5 months ago
thanks, it is more accurate answer with that paragraph
upvoted 1 times

CRMBug 2 years, 1 month ago
1- Field Security profile
2- Conditional Access.
upvoted 2 times

Ezekielibe 2 years, 9 months ago
1. Field Security Profile
2. Compliance policy (https://docs.microsoft.com/en-us/mem/intune/protect/device-compliance-get-started)
upvoted 6 times

Icky 2 years, 6 months ago
I agree that its Compliance Policy. For device type, the Conditional Access must use the Compliance Policy to determine if the device, operating system etc. meets the policies set.
upvoted 1 times

uberlord 2 months, 3 weeks ago
what if theres no compliance against the device, conditional access would still detect this and go forward to block it
upvoted 1 times

originalwitness 2 years, 7 months ago
Second one should be conditional access. You can block access to M365 Cloud apps if a device is not compliant.

upvoted 2 times

Icky 2 years, 6 months ago

right, hence Compliance Policy is the answer

upvoted 3 times

m3ngi3 2 years, 4 months ago

Assuming that Compliancy policy is not a trick answer because these do not exist (Compliance policy is the right terminology) --> the policy would just state if a device is compliant or not and Conditional access is wat actually determines the access to the app based on that status...

upvoted 6 times

Prt33k 3 years ago

It should be Field Security profile and Conditional Access.

https://docs.microsoft.com/en-us/azure/active-directory/conditional-access/overview

upvoted 6 times

Question #19 *Topic 2*

You are designing tables and columns for a 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. Multiline Text

B. Choice

C. Text

D. Yes/No

E. Lookup

Suggested Answer: *BD*
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

Community vote distribution
BD (100%)

Icky Highly Voted 2 years, 6 months ago
Selected Answer: BD
B, D, and E are the correct answers even though you can select only two.
upvoted 7 times

giogo Highly Voted 2 years, 10 months ago
Selected Answer: BD
correct
upvoted 6 times

DB34 Most Recent 3 months, 1 week ago
B and E are the correct answer
upvoted 2 times

yuliia_bu 11 months, 3 weeks ago
correct
upvoted 2 times

HiJaak 1 year, 2 months ago
Selected Answer: BD
I would say only BD because choice and Yes/No are "fixed" and "limited" while E-Lookup could have a lot of values and could vary so you cannot know what would be available in the list to be used as "global filter".
upvoted 1 times

Samit 2 years ago
B and D
upvoted 1 times

Kollyjose 2 years, 6 months ago
B and D

upvoted 1 times

kenwj2342 3 years, 1 month ago

Any data types except text and multiline text can be global filter. The answers have more than 2 correct answers.

upvoted 3 times

ragha81 3 years, 1 month ago

B,D & E are correct.

upvoted 1 times

Vivinator1 3 years, 1 month ago

This question was on the exam. Answer looks correct.

upvoted 1 times

Question #20 *Topic 2*

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.

Suggested Answer: *BD*
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

Community vote distribution
BC (97%)

Ghalandor90 Highly Voted 3 years, 2 months ago
I think that the correct anwer are: BC.
upvoted 28 times

vignesh989 Highly Voted 2 years, 5 months ago
Selected Answer: BC
You cannot assign a security role to a business unit.
upvoted 13 times

trtrt 1 year, 1 month ago
Yes you can?
upvoted 1 times

trtrt 1 year, 1 month ago
My bad, I doublechecked and No you cannot assign a security role on Business unit, only on Team.
upvoted 1 times

wsjones Most Recent 6 months, 1 week ago
Selected Answer: BC
Correct Answer for me.
upvoted 1 times

dlnuser 1 year, 10 months ago
Selected Answer: BC
BC. It can't be A because field/column security profile only manages access to data within a record, not the record itself. It can't be D because you can't assign security roles to business units, only to teams within business units.
upvoted 4 times

PY12396 10 months ago
Bad question because it says data not record
upvoted 1 times

Samit 2 years ago
B and C
upvoted 1 times

BrettusMaximus 2 years, 5 months ago
A and C
https://docs.microsoft.com/en-us/power-platform/admin/field-level-security

https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges
Not B why?: Standard security roles already exist, so you don't need to create them, you just need to assign them.
upvoted 3 times

dudenKo 2 years, 4 months ago
B answer is define and configure - so you can configure existing roles. Problem with A answer is they are not saying about specific columns and therefore answer B more fits the question.
upvoted 1 times

dlnuser 1 year, 10 months ago
Field/column security profile only manages access to certain data fields within records, not access to specific records, so A is wrong.
upvoted 1 times

Icky 2 years, 6 months ago
Selected Answer: BC
B and C are the right answer. Its not possible to assign a security role to a business unit so D is incorrect
upvoted 4 times

Dynamic_MD 2 years, 7 months ago
Selected Answer: BC
You can assign role to Business Unit
upvoted 3 times

d365ppp 2 years, 7 months ago
Selected Answer: BD
BD are the definite answers. Teams are created only when you want to pull people from many groups and units and provide access to a particular database or document or an application: to collaborate. Teams are usually created to serve this purpose. Unit level would serve the purpose outlined here.
upvoted 1 times

Icky 2 years, 6 months ago
You cannot assign a security role to a business unit.
upvoted 3 times

giogo 2 years, 10 months ago
Selected Answer: BC
i would apply the security role to teams instead of business units
upvoted 2 times

GozerTheGreat 2 years, 10 months ago
Selected Answer: BC
This was on the MB-600 exam
upvoted 2 times

svema 3 years ago
I think that the correct anwer are: B and C.
upvoted 3 times

zjhunter 3 years ago
how will you be able to assign security role to a BU??
upvoted 2 times

Ghalandor90 3 years, 2 months ago
I think that the correct anwer are: AC
upvoted 5 times

for_sure 3 years, 2 months ago
100% agreed with B but why not C?
upvoted 1 times

wyindualiizer 3 years, 1 month ago
Business units, security roles, and users are linked together in a way that conforms to the role-based security model. Use business units together with security roles to control data access so people see just the information they need to do their jobs.
upvoted 2 times

Question #21 Topic 2

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.

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.

Suggested 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

lacoona Highly Voted 2 years ago
Q1... A
Q2....A
Correct
upvoted 18 times

MrEz Most Recent 3 months, 3 weeks ago
For 1)
Why should reassign a case lead to reasign of the email and appointment record at the same time?!
From my perspective, the user selects the case activity, and then on the head of the form clicks reassign record. And all the activities get reassigned: Why? Actually, the user reassigns the contact instead of the case and this leads the case to be reassigned but also entails the other activities be reassigned. Train the user to use the reassign record button of the context menue from the activities and only reassign the specific selected case.
upvoted 2 times

MEG_Florida 12 months ago
A for the first
But for the second, it depends. Since the export service is different now, but supports near-real-time based on changes (change tracking) or essentially every 1 hour, (if not change tracking) everything is near ish real-time

However, going directly to dataverse from Power BI is also near real time. I say this because the data doesn't refresh instantly regardless of it being connector.

So I would still go A, A myself
upvoted 3 times

xyzzy123 1 year, 5 months ago
correct
upvoted 1 times

Samit 1 year, 6 months ago
Correct
upvoted 1 times

Odidepse 1 year, 7 months ago
2nd should be data export service, near real-time 100%. On a note, if you are providing architecture solution, this has now been deprecated. Use azure synapse but the best is through kingswaysoft , less hassle.
upvoted 2 times

BrettusMaximus 1 year, 11 months ago
Answer: A, C
https://docs.microsoft.com/en-us/power-apps/developer/data-platform/configure-entity-relationship-cascading-behavior
Power BI DataFlows refresh scheduling is managed directly from the workspace in which your dataflow was created, just like your datasets.
https://docs.microsoft.com/en-us/power-bi/transform-model/dataflows/dataflows-introduction-self-service
upvoted 1 times

BrettusMaximus 1 year, 11 months ago
Amended
A, A is the better answer because
The dataverse connector allows direct query.
DirectQuery connects directly to the data in Dataverse. Use this mode for real-time data retrieval.
Dataflow has restrictions to update in hourly intervals.
upvoted 5 times

MP270915 1 year, 11 months ago

Maybe Q2 should be B considering it says that requires NEAR-real-time (not real-time). Of course, Data Export Service should be replaced by Azure Synapse, but probably this is due to the question not being updated. Anyone else is with me?

upvoted 4 times

Question #22 *Topic 2*

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.

Suggested Answer: *A*
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

Community vote distribution
A (100%)

petertwilliams Highly Voted 2 years, 2 months ago
Selected Answer: A
The problem with option A though, is that you need to ensure the user is in no teams that have security roles applied. If the user is in an AAD synchronised team, then option A only works if it also includes removing users from AAD synchronized groups.

Option D doesn't work due to the exact opposite scenario, a user can be assigned a role directly.
Option B is nonsense.
Option C only makes sense if by "Remove the user from all security groups" means "remove the user from all security groups on the specified environments".

Option A is the best answer of the bunch, but I don't like the way this question is structured.
upvoted 9 times

Dude 1 year, 6 months ago
You are right, I was convinced that removing the users from the security group was the right answer until I read your response which calls out, remove users from all security groups. If you did this then the user would not have access to any environments. So I agree with A and the closest best case answer.
upvoted 1 times

elka88 11 months, 4 weeks ago
B is nonsense in the sense of playing with words, because you cannot actually remove the BU. However, if you change the user's BU, they will automatically lose all security roles.
upvoted 1 times

Lenny001 Most Recent 1 month, 3 weeks ago
Selected Answer: C
According to https://learn.microsoft.com/en-us/power-platform/admin/control-user-access the solution is security group
upvoted 2 times

MEG_Florida 1 year, 5 months ago
Selected Answer: A
This is the best way
upvoted 2 times

kantishwar 1 year, 7 months ago
It was in exam today. Given ans is correct.
upvoted 1 times

RalphE 2 years, 1 month ago

ok, A will work definatly, but also removing the user from the business unit would remove all his related security roles
upvoted 2 times

SW85 2 years, 3 months ago
I would've said C if the answer was worded as removing the user from the security group for the specific environments, as opposed to ALL environments. With that said, I agree the answer is A based on options provided.
upvoted 2 times

Dynamic_MD 2 years, 7 months ago
Selected Answer: A
Well D can also be answer if User do not have direct role (access through Team being team member)
upvoted 2 times

YoussefB 2 years, 7 months ago
Selected Answer: A
Correct
upvoted 2 times

Daniel1992 2 years, 8 months ago
Correct
upvoted 2 times

Question #23 *Topic 2*

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.

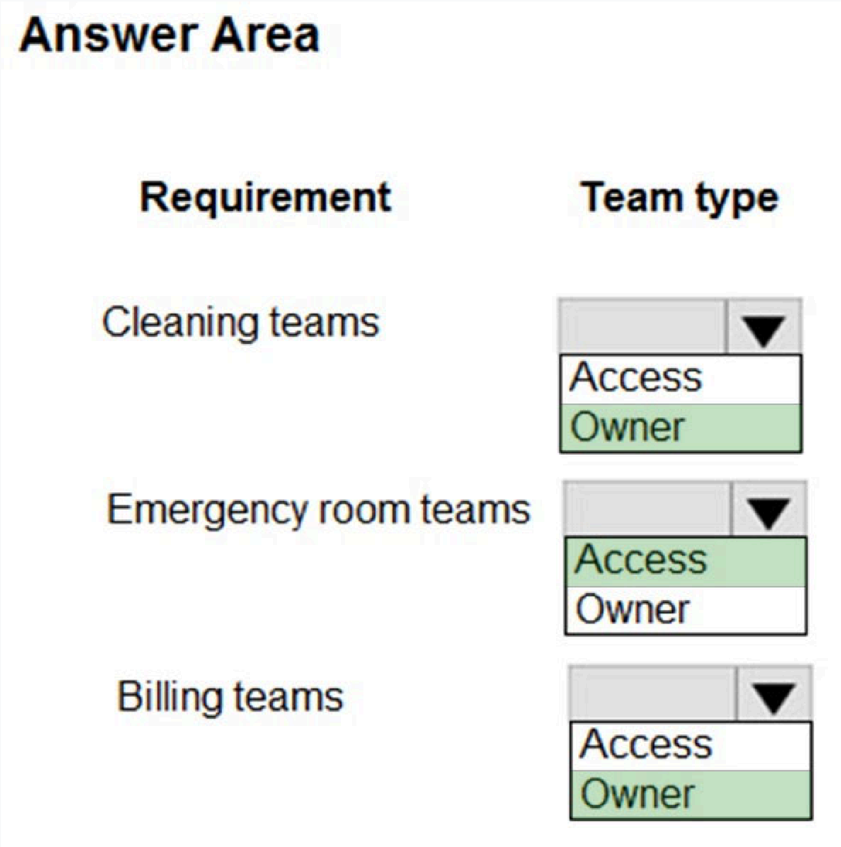
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Suggested Answer:



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

MElokabi Highly Voted 11 months ago

Owner

Access

Owner

upvoted 20 times

nightzsze Highly Voted 1 year, 8 months ago

I think should be Owner, Access, Access.

The key point is in Owner Team all members have the full rights, but the Billing team members must only see data from it's assigned department, therefore it has to be Access Team.

upvoted 16 times

Icky 1 year, 6 months ago

Your explanation is flawed. The Billing team are members assigned to the same department. They would be in the same business unit if you sent things up correctly, hence owner. The answer provided is correct.

upvoted 28 times

Aero_1898 Most Recent 5 months, 4 weeks ago

In a model-driven app for a hospital, you can use different types of teams to track and manage the different teams at the hospital. Here are my recommendations for the team types to use for each of the teams you mentioned:

For the Cleaning Team, you can use an Owner Team. This type of team is used to assign records to a team, and anyone on the team can complete an assigned task.

For the Emergency Room Teams, you can use an Access Team. This type of team is used to grant access to records on an ad-hoc basis, which would be suitable for teams that are formed as needed based on patient needs and staff availability.

For the Billing Teams, you can use an Owner Team. This type of team is used to assign records to a team, and team members will only see data for the hospital department to which they are assigned.

upvoted 3 times

kantishwar 7 months, 1 week ago

It was in exam today.

Ans: Owner, Access, Owner

upvoted 4 times

Parth91 7 months, 3 weeks ago

Given answer is correct..

upvoted 1 times

RichXP 10 months, 3 weeks ago

I would go owner/access/access. the third one, since you have to grant billing team other access to limit billing team only to department it is assigned. if they already are owner, another restriction wouldn't work.

upvoted 1 times

petertwilliams 1 year, 2 months ago

When the word "assign" is used, then I think it needs to be an Owner team. When you assign a record it, you make that user/team an owner.

Access teams can't be an owner of a record.

Therefore,

Owner, Access, Owner

upvoted 6 times

ClairFraser 1 year, 4 months ago

The answer is correct.

upvoted 7 times

BrettusMaximus 1 year, 5 months ago

1 - Access

2 - Access

3 - Owner

Cleaners are assigned a task but do not create it. This is compatible with ACCESS.

Emergency are shared ACCESS as necessary.

Billing can only see their own data. They are the owners of their own data and do not share it.

upvoted 3 times

BrettusMaximus 1 year, 5 months ago

Sorry I am wrong on the first

1 - Owner

2 - Access

3 - Owner

Anyone with Assign access rights on a record can assign that record to another user. When a record is assigned, the new user or team becomes the owner of the record and its related records. The original user or team loses ownership of the record, but automatically shares it with the new owner.

https://docs.microsoft.com/en-us/power-apps/developer/data-platform/security-sharing-assigning

upvoted 11 times

ddu 1 year, 6 months ago

Given answer is correct

1 - "Custom" Owner team

2 - "Custom" Access team

3 - Default Team of Business Unit

upvoted 1 times

ettie54f_p929n 1 year, 7 months ago

Owner, Access, Access

upvoted 10 times

VJ345 1 year, 8 months ago

Given answer is correct

upvoted 6 times

Daniel1992 1 year, 8 months ago

I believe its

1 - Access

2 - Access

3 - Owner

upvoted 2 times