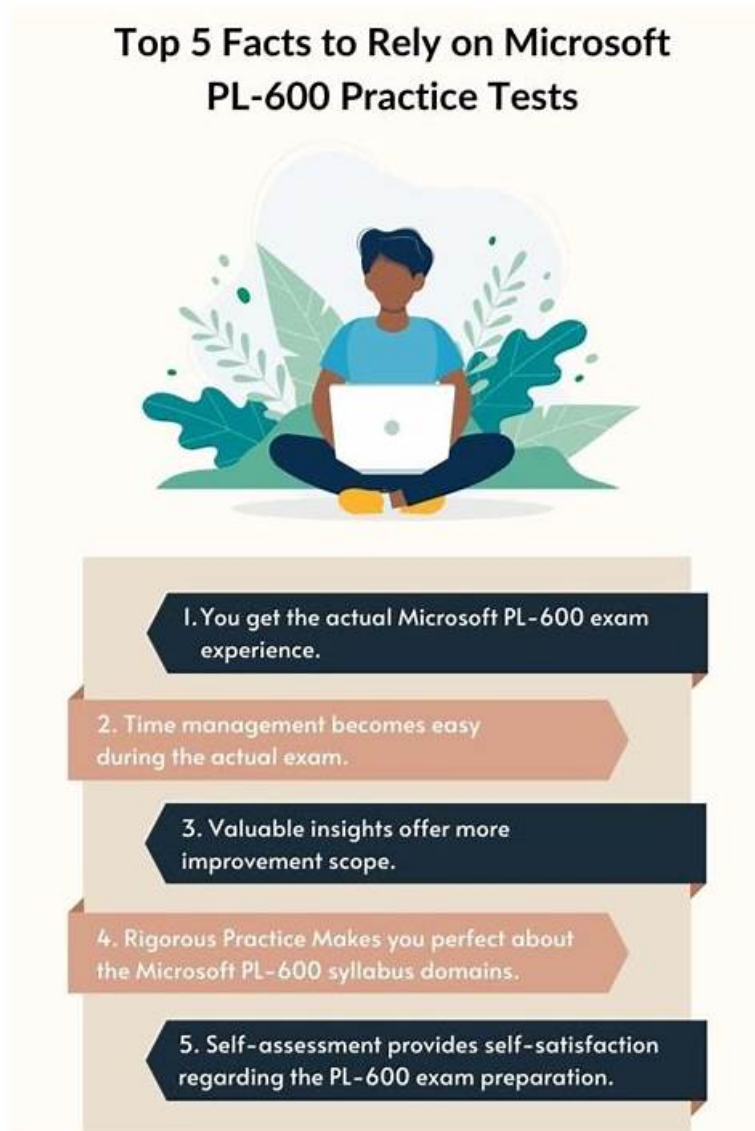


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Microsoft Power Platform Solution Architect Sample Questions (Q18-Q23):

NEW QUESTION # 18

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?

What should you recommend?

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

Answer: C

Explanation:

Omnichannel for Customer Service is a robust application that extends the power of Dynamics

365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.

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

Reference:

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

NEW QUESTION # 19

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.

The company reports the following data quality issues with the existing solution:

Users often encounter a character limit when entering data.

The database includes multiple instances of duplicate records.

You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform solution.

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

NOTE: Each correct selection is worth one point.

Issue	Solution
Users often encounter a character limit when entering data.	<input type="checkbox"/> Define a data mask. <input type="checkbox"/> Define and implement duplicate detection rules. <input type="checkbox"/> Define the data type and format for each column.
The database includes multiple instances of some records.	<input type="checkbox"/> Define requirements for data entry. <input type="checkbox"/> Define and implement duplicate detection rules. <input type="checkbox"/> Define the data type and format for each column.



Microsoft

Answer:

Explanation:

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

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-duplicate-detection-rules-keep-data-clean>

NEW QUESTION # 20

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

The system must meet the following requirements:

Track the courses in which each student is enrolled.

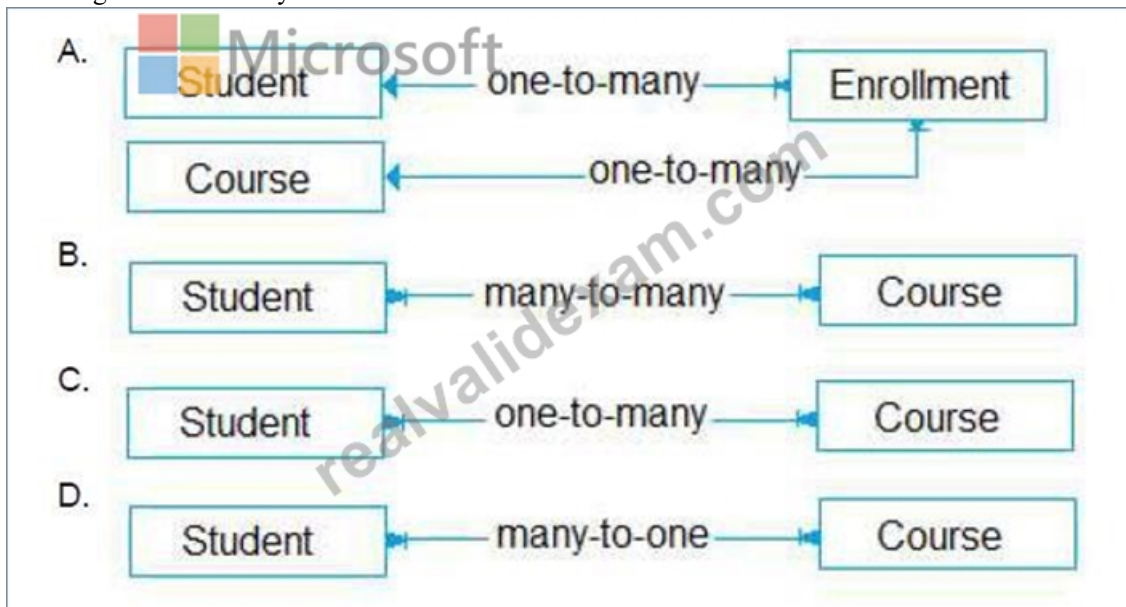
Track the students that are enrolled in each course.

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

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

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

Which logical model should you recommend?



- A. Option C
- B. Option B
- C. Option D
- **D. Option A**

Answer: D

Explanation:

Need a relationship table.

N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that

many rows of one table can be related to many rows of another table.

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

Reference:

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

NEW QUESTION # 21

Case Study 3 - Fabrikam, inc.

Background

Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers. Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.

Current environment

Overview

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

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

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

Accounting system

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

Machines are assigned serial numbers and placed in stock until they are shipped to customers.

Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.

Other systems

The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email.

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

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

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

Requirements

Quality inspection app

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

Inspection orders

Inspection orders must:

- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.
- Be automatically marked as failed if one inspection step rating is marked as failed.
- Be automatically marked for re-inspection should a machine fail inspection. The new inspection order must be created by using the originating inspection order as a template.

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

Inspection standardization

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

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

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

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

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

Support the ability to store photo references within each inspection step to document defects found during inspections.

Security

Users must be active employees of Fabrikam

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

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

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

Analytics and reporting

The solution must:

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

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

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

Issues

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

Hotspot Question

You need to recommend a solution to meet user interface requirements.

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

NOTE: Each correct selection is worth one point.

The screenshot shows the Microsoft Answer Area interface. It has a header with the Microsoft logo and the word "Solution". Below the header, there are two columns: "Requirement" and "Solution".

Requirement	Solution
Visual representation of gauge readings with minimum and maximum tolerances.	<ul style="list-style-type: none">Create and embed a Power BI radial gauge.Create and embed a custom visualization component.Create and embed a standard Power Apps donut chart.
Add visibility to the manufacturing inspection records for onsite technicians.	<ul style="list-style-type: none">Configure mobile offline synchronization.Add an inspection order to the work order formModify the sitemap for Dynamics 365 Field Service.

Answer:

Explanation:

Answer Area

This screenshot is similar to the one above, but the correct solution options are highlighted in green. The "Requirement" column is the same. In the "Solution" column, the following options are highlighted:

- Create and embed a Power BI radial gauge.
- Add an inspection order to the work order form

Explanation:

Box 1: Create and embed a Power BI radial gauge

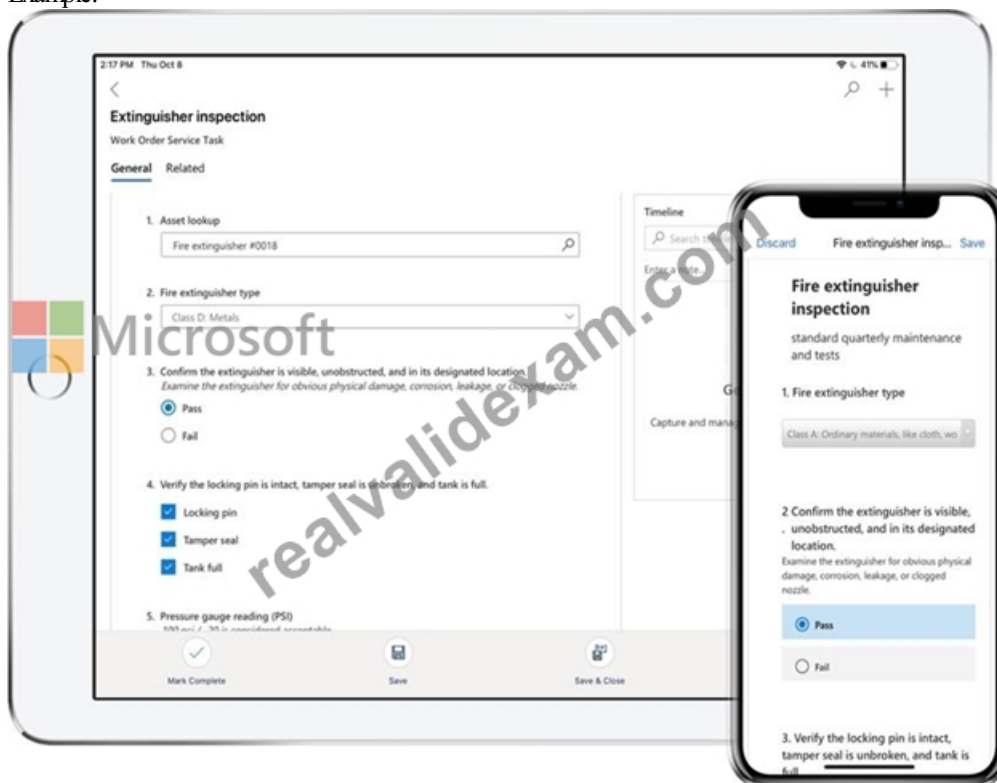
A radial gauge chart has a circular arc and shows a single value that measures progress toward a goal or a Key Performance Indicator (KPI). The line (or needle) represents the goal or target value. The shading represents the progress toward that goal. The value inside the arc represents the progress value. Power BI spreads all possible values evenly along the arc, from the minimum (left-most value) to the maximum (right-most value).



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

Box 2: Add an inspection order to the work order form You can add inspections to work orders in Dynamics 365 Field Service. Field Service inspections are digital forms that technicians use to quickly and easily answer a list of questions as part of a work order. The list of questions can include safety protocols, pass-and-fail tests for a customer asset, an interview with a customer, or other audits and assessments performed before, during, or after a work order.

Example:



Reference:

<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-radial-gauge-charts>

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

NEW QUESTION # 22

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

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

Answer: A

Explanation:

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

Synchronized identity. Synchronize on-premises directory objects with Microsoft 365 and manage your users on-premises. You can

also synchronize passwords so that the users have the same password on-premises and in the cloud, but they will have to sign in again to use Microsoft 365.

Reference:

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

Topic 2, First Up Consulting

Case study

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

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

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

To start the case study

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

Background

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

First Up has both full-time and part-time employees. The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

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

Current environment

Existing systems and processes

- * First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
- * The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.
- * Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
- * An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.
- * First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

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

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

Requirements

General

- * There is no standardized communication tool across the company, and this causes communication issues between different teams.
- * First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.
- * Workers must be able to communicate in near real-time with worker support agents.

Client company visits

- * Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
- * Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
- * The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
- * When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information

- * The solution must provide a worker appointment booking system that can access worker historical job placement data.
- * The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple

secondary recruiters to be associated with each worker.

- * Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
- * Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
- * First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access

- * The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
- * The solution must support near real-time communications between workers and recruiters.
- * Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
- * The solution must provide workers a way to search for general information about available positions.
- * Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform

- * Audit teams must have the ability to view worker information on their mobile devices.
- * Audit teams must be able to record data during visits to locations where workers are placed.
- * The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

- * The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
- * Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
- * You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

- * Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
- * Worker records must only be viewed by the recruiting office that the worker visits.
- * Worker still records must be archived after ten years and are then removed from the main system.

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

- * User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
- * Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
- * Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues

The organization reports the following issues:

- * Recruiters report that they cannot see historical job placement data for workers.
- * API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
- * Users cannot view Power BI reports within the Power Platform apps.
- * Some security clearance information for workers not visible from within the Power Platform solution.
- * Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.
- * The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

NEW QUESTION # 23

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