Microsoft PL-600최신업데이트인증덤프자료 & PL-600 합격보장가능시험대비자료

참고: DumpTOP에서 Google Drive로 공유하는 무료, 최신 PL-600 시험 문제집이 있습니다:
https://drive.google.com/open?id=1hoXwPnGYeC4Un91nnXnWqow_e4qdlmJv

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>> Microsoft PL-600최신 업데이트 인증덤프자료 <<

PL-600최신 업데이트 인증덤프자료 인기덤프

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최신 Microsoft Certified PL-600 무료샘플문제 (Q228-Q233):

질문 # 228
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.

정답：

설명：
Explanation:

질문 # 229
You need to recommend the appropriate messaging channel solutions for the organization.
What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

정답：

설명：
Explanation:
Box 1: Omnichannel for Customer Service dashboard
Scenario: Workers must be able to communicate in near real-time with worker support agents.
The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.
If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.
Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.
Box 2: Dynamics 365 Customer Service
Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview
Topic 2, Relecloud
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
Relecloud provides regional air service in North Americ
a. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.
Current environment
The company uses Microsoft Office 365.
The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.
For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.
The company uses vendors to service aircraft.
Environment
Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.
Minimize the use of third-party products and custom development.
Reduce customer support call volumes by having the system automatically resolve common issues.
The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity.

Application use layout should be role specific.
Agents
You must standardize the format used by agents to enter customer phone numbers.
Agents need a solution to replace paper reservation checklists.
Agents need dashboards to show a current count of all reservations on the entity.
Agents need a way to track reservation issues.
Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
IT
IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
IT staff needs a system that is easy to navigate to active cases.
IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.
Management
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.
Maintenance
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.
Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

질문 # 230
You are designing a Microsoft Power Platform solution for an automobile parts manufacturer. You create the following tables:
You need to recommend a relationship behavior.
Which relationship behavior should you recommend?

- A. Referential, Restrict Delete
- B. Parental
- C. Referential, Remove Link
- D. Custom

정답： A

설명：
Restrict Delete: Prevent the Referenced table record from being deleted when referencing tables exist.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entity-relationship-cascading-behavior

질문 # 231
You need to recommend a feature that erases agent workloads and resolves reported issues.
What should you recommend?

- A. Microsoft Store
- B. Dynamics 365 Customer Service default functionality
- C. Microsoft AppSource

정답： B

설명：
Scenario: Agents need a way to track reservation issues.
Use Dynamics 365 Customer Service to:
* Track customer issues through cases
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview
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 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 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 ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

질문 # 232
You are designing a model-driven app for a hospital. The app will be used to track teams at the hospital including:
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.

정답：

설명：
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/manage-teams

질문 # 233
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