

Microsoft Power Platform Solution Architect

1. A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application.

The client has the following requirements:

- Manage all leads by using the Power Apps app.
- Create a lead in the Power Apps app when a user creates a lead in the third-party application.
- Update leads in the Power Apps app when a user updates a lead in the third-party application.
- Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application. Which three options can you use to achieve the goal? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Dual-write

B. Custom connector

C. Dataflow

D. Power Automate cloud flow

E. Common Data Service connector

Answer(s): B D E

2. DRAG DROP (Drag and Drop is not supported)

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

The client works with critical data where any data loss creates a high risk. You need to document the failover process for the stakeholders.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

If the second call is successful, the application continues normally.

The application makes a service call to the datacenter.

The application receives an exception after attempting the service call.

The application automatically tries the call again.

The application redirects calls to an on-premises server.

Answer Area



A. See Explanation section for answer.

Answer(s): A

3. A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily.

You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics 365 applications.

What should you recommend?

A. Hierarchy security

B. Field-level security

C. User access management

D. Team privileges

Answer(s): D

4. HOTSPOT (Drag and Drop is not supported)

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

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

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

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Data type					
Capture information about the technician assigned to each service appointment.	<table border="1"><tr><td>▼</td></tr><tr><td>Choice</td></tr><tr><td>Choices</td></tr><tr><td>Customer</td></tr><tr><td>Lookup</td></tr></table>	▼	Choice	Choices	Customer	Lookup
▼						
Choice						
Choices						
Customer						
Lookup						
Select the tools that the technician must bring to an appointment.	<table border="1"><tr><td>▼</td></tr><tr><td>Choices</td></tr><tr><td>Customer</td></tr><tr><td>Lookup</td></tr><tr><td>Text</td></tr></table>	▼	Choices	Customer	Lookup	Text
▼						
Choices						
Customer						
Lookup						
Text						

A. See Explanation section for answer.

Answer(s): A

5. HOTSPOT (Drag and Drop is not supported)

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:

Answer Area

Requirement

Save captured images in an appropriate location.

Analyze saved images by using an image recognition process.

Display data in real-time dashboards.

Technology option

Business process flow
Desktop flow
Instant cloud flow
Automated cloud flow

Instant cloud flow and AI Builder
Automated cloud flow and AI Builder
Desktop flow and AI Builder

Dynamics 365 interactive experience dashboard
Model-driven app dashboard with native graphs
Model-driven app dashboard with Power BI

A. See Explanation section for answer.

Answer(s): A

6. You are designing a Power Platform solution.

The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.

You need to recommend a technology that meets these requirements.

Which technology would you recommend the developers adopt to assist the implementation team?

A. JavaScript

B. Power Apps Component Framework control

C. Web resource

D. Canvas app

Answer(s): B

7. A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity.

The company has the following requirements:

- Provide customers with an online portal where they can submit and review cases.
- Ensure that customers can chat online with a customer service representative at any time.
- Route chats to customer service representatives based on skill and availability.

You need to recommend a solution to the company.

Which three components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 Virtual Agents chatbots

B. Customer self-service portal

C. Dynamics 365 Field Service

D. Business process flows

E. Omnichannel for Customer Service

Answer(s): A B E

8. 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.

Answer(s): C D

9. DRAG DROP (Drag and Drop is not supported)

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

Functional

Non-functional

Requirement

Customers need the ability to submit a case through an online portal.

Portal must handle 75 current users submitting cases.

Service data must be retained for at least six years.

Type

A. See Explanation section for answer.

Answer(s): A

10. You are a Power Platform consultant for an internet support company. The company lacks a budget to buy third-party ISVs or add-ons.

The company requires a new system that achieves the following:

- All support issues must come in by email, need to be logged, and assigned to the support group.
- Accounts must synchronize with the parent company Oracle database.
- Reports must be sent to the executives on a weekly basis.
- No custom code will be used in the system.

You need to recommend the components that should be configured.

Which two components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Power Virtual Agents

B. Microsoft Dataverse

C. server-side synchronization

D. Microsoft Customer Voice

Answer(s): B C

11. DRAG DROP (Drag and Drop is not supported)

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

Functional

Non-functional

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.

A. See Explanation section for answer.

Answer(s): A

12. 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

Answer(s): B

13. HOTSPOT (Drag and Drop is not supported)

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. | <input type="radio"/> | <input type="radio"/> |
| Use AI to process forms and automate data entry from paper-based forms. | <input type="radio"/> | <input type="radio"/> |

A. See Explanation section for answer.

Answer(s): A

14. A company has a custom web-based solution that is hosted on Azure. You design a Power Platform solution to provide the company additional capabilities.

You need to integrate the Power Platform solution with the web-based solution. What should you recommend?

A. Connection reference

B. Custom connector

C. Desktop flow

D. Data gateway

Answer(s): B

15. 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

Answer(s): B C E

16. HOTSPOT (Drag and Drop is not supported)

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.

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	Single instance; use Microsoft Azure Traffic Manager where need 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

A. See Explanation section for answer.

Answer(s): A

17. HOTSPOT (Drag and Drop is not supported)

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.

Answer Area

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	<ul style="list-style-type: none">Business ruleAutonumber columnBusiness process flowDuplicate detection rule
You must prevent data entry into columns that do not require entry.	<ul style="list-style-type: none">Business ruleReal time workflowBusiness process flowDuplicate detection rule

A. See Explanation section for answer.

Answer(s): A

18. DRAG DROP (Drag and Drop is not supported)

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

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

Solution

- Solution
- Solution
- Solution

A. See Explanation section for answer.

Answer(s): A

19. DRAG DROP (Drag and Drop is not supported)

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

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.

Solution

Solution

Solution

Solution

A. See Explanation section for answer.

Answer(s): A

20. 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

Answer(s): B
