

Authentic Microsoft PL-600 Exam Dumps PDF - 2023 Updated [Q26-Q46]



Authentic Microsoft PL-600 Exam Dumps PDF - 2023 Updated Get Prepared for Your PL-600 Exam With Actual 132 Questions

Microsoft PL-600 exam is ideal for solution architects, functional consultants, and IT professionals who work with Power Platform technologies on a regular basis. It is also suitable for developers and business analysts who want to expand their knowledge and skills in designing solutions using Microsoft Power Platform technologies. Passing the Microsoft PL-600 exam is a great achievement that demonstrates a candidate's expertise in designing solutions that meet business requirements and deliver value to organizations.

NEW QUESTION 26

You need to investigate the canvas app functionality issues.

Which two tools can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- * App checker
- * Errors function
- * Solution checker
- * Power Platform admin center

Scenario: The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.

C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

Reference:

<https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/> 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

Relecloud provides regional air service in North America. 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.

NEW QUESTION 27

You need to recommend a solution for creating the initial inspection checklists.

What should you recommend?

- * Power Apps Maker portal
- * Dataverse for Teams
- * Power Apps Studio

* Data Migration utility

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

Dataverse for Teams – built on Microsoft Dataverse – provides relational data storage, rich data types, enterprise-grade governance, and one-click solution deployment to the Microsoft Teams app store.

Dataverse for teams table creation has all of the things that are great about Microsoft Lists, without the major downsides.

Reference:

<https://docs.microsoft.com/en-us/powerapps/teams/create-table>

NEW QUESTION 28

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.

Requirement

Data type

Capture information about the technician assigned to each service appointment.

	▼
Choice	
Choices	
Customer	
Lookup	

Select the tools that the technician must bring to an appointment.

	▼
Choices	
Customer	
Lookup	
Text	

Requirement

Data type

Capture information about the technician assigned to each service appointment.

	▼
Choice	
Choices	
Customer	
Lookup	

Select the tools that the technician must bring to an appointment.

	▼
Choices	
Customer	
Lookup	
Text	

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/types-of-fields>

NEW QUESTION 29

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.

- * Create alternate keys for the table.
- * Configure and schedule a recurring bulk record deletion job.
- * Mark the RGB value column as business required.
- * Mark the hex value column as business required.

NEW QUESTION 30

You need to recommend solutions for the organization's technical challenges.

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

NOTE: Each correct selection is worth one point.

Requirement

Solution

Provide workers a self-service option for viewing personal and skills information.

Dropdown menu with options: Power Automate, QnA Maker, Azure Cognitive Services

Authenticate workers who use the self-service option for updating skills information.

Dropdown menu with options: Azure Active Directory B2B, Azure Active Directory B2C, Dynamics 365 owner team

Plan routes for audit teams.

Dropdown menu with options: Azure traffic routing, Address input component, Dynamics 365 Field Service

Requirement

Solution

Provide workers a self-service option for viewing personal and skills information.

Dropdown menu with options: Power Automate, QnA Maker, Azure Cognitive Services. **Power Automate** is highlighted with a red box.

Authenticate workers who use the self-service option for updating skills information.

Dropdown menu with options: Azure Active Directory B2B, Azure Active Directory B2C, Dynamics 365 owner team. **Azure Active Directory B2B** is highlighted with a red box.

Plan routes for audit teams.

Dropdown menu with options: Azure traffic routing, Address input component, Dynamics 365 Field Service. **Dynamics 365 Field Service** is highlighted with a red box.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/commerce/subscriptions/self-service-purchase-faq>

<https://docs.microsoft.com/en-us/azure/active-directory/external-identities/what-is-b2b>

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

NEW QUESTION 31

You need to create an Agent security role.

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

NOTE: Each correct selection is worth one point.

- * Add security to the seat entity and assign users to the Agents role.
- * Add security to the Core Records and assign users to the Customer Service Representative role.
- * Copy the Microsoft Dataverse Basic User role.
- * Rename the Customer Service Representative role to Agents.
- * Copy the Customer Service Representative role.
- * Name the new role Agents.

Scenario: The security rule for agents must contain the privileges in the default Customer Service Representative security role.

Create a security role by Copy Role:

Step 1 (E): Copy the Customer Service Representative role.

Step 2 (F): Select the New Role Name.

Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc.

Set the privileges on each tab.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role> 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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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.

NEW QUESTION 32

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	Group of users	Technology
Microsoft Teams	First Up employees	
Power Apps portals	Workers	
Microsoft 365 Business Voice		

Technologies	Group of users	Technology
Microsoft Teams	First Up employees	Microsoft Teams
Power Apps portals	Workers	
Microsoft 365 Business Voice		Microsoft 365 Business Voice

Explanation:

Box 1: Microsoft Teams

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Microsoft Teams key capabilities:

Connected

Secure

Managed

Collaborative and productive

Box 2: Microsoft 365 Business Voice

Workers must be able to communicate in near real-time with worker support agents.

Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/solutions/empower-people-to-work-remotely>

<https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice>

NEW QUESTION 33

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.

	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"/>
	Yes	No
Capture data from a row during deletion to be used in an automated process.	<input checked="" type="radio"/>	<input type="radio"/>
Use AI to process forms and automate data entry from paper-based forms.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/power-automate/dataverse/create-update-delete-trigger>

NEW QUESTION 34

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:

▪

-
-

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.

Issue

Solution

Migration processes fail due to operation timeouts.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a particular order.

Records that include lookup columns often fail to load.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a specific order.

Issue

Solution

Migration processes fail due to operation timeouts.

- ▼
- Increase multithreading and/or batch size settings.
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Records that include lookup columns often fail to load.

- ▼
- Increase multithreading and/or batch size settings.
- Decrease multithreading and/or batch size settings.
- Ensure you are loading data into all tables at the same time.
- Ensure you are loading data into tables in a specific order.

NEW QUESTION 35

You are designing a Microsoft 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.

- * usability of business process flows
- * customer maintenance procedures
- * business rules to identify top customers
- * solution regulatory compliance
- * time-to-load forms

NEW QUESTION 36

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.

NOT: Each correct selection is worth one point.

- * Dynamics 365 Customer Service
- * Power virtual Agents
- * PowerBI
- * Dynamics 365 Customer Voice

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>

NEW QUESTION 37

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

Answer Area

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

NEW QUESTION 38

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.

- * Dataflow
- * Business rule
- * Classic workflow
- * Power Automate cloud flow
- * Duplicate detection rule

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>

NEW QUESTION 39

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.

NOT: Each correct selection is worth one point.

- * Dynamics 365 Customer Service
- * Power virtual Agents
- * PowerBI
- * Dynamics 365 Customer Voice

NEW QUESTION 40

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs.

The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs. The repair service contracts with third party technicians for repair jobs. The solution must meet the following requirements:

- * Dispatch technicians to troubleshoot and repair customer issues
- * Call center must log customer issues.
- * Third -party technicians must be able to access assigned repair service jobs.

You need to recommend an authentication strategy.

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

Answer Area

User type

Authentication model

Call center employee

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Repair service customer

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Third-party technician

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Answer Area

User type

Authentication model

Call center employee

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Repair service customer

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Third-party technician

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

NEW QUESTION 41

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.

Requirement types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	<input type="text"/>
<input type="text" value="Functional"/>	Customer Service representatives must be sent an email when they are assigned a case.	<input type="text"/>
<input type="text" value="Non-functional"/>	Help desk technicians must be shown an error message when they try to delete a task row.	<input type="text"/>
	The plug-in pass rate must remain over 99 percent for the production environment.	<input type="text"/>

Requirement types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	<input type="text" value="Non-functional"/>
<input type="text" value="Functional"/>	Customer Service representatives must be sent an email when they are assigned a case.	<input type="text" value="Functional"/>
<input type="text" value="Non-functional"/>	Help desk technicians must be shown an error message when they try to delete a task row.	<input type="text" value="Functional"/>
	The plug-in pass rate must remain over 99 percent for the production environment.	<input type="text" value="Non-functional"/>

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>

NEW QUESTION 42

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.

- * Dual-write
- * Custom connector
- * Dataflow
- * Power Automate cloud flow
- * Common Data Service connector

A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.

D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.

E: Common Data Service provides access to the environment database on the Microsoft Common Data Service. It is available for Logic Apps, Power Automate, and Power Apps.

Reference:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-writelink-common-data-service-apps>

<https://docs.microsoft.com/en-us/connectors/commondataservice/>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api>

NEW QUESTION 43

You are designing a Power Platform solution.

During quality assurance testing the API limits are reached.

You need to identify and resolve the issue.

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

NOTE: Each correct selection is worth one point.

- * Allocate Microsoft Dataverse capacity add-on subscriptions.
- * Use the out-of-the-box User Summary report from the Reports section of the solution's model-driven app.
- * Review the Home tab Dataverse analytics dashboard.
- * In the Power Platform admin center, review the Usage section of the Power Apps analytics dashboard.
- * In the Power Platform admin center, review the Runs section of the Power Automate analytics dashboard.

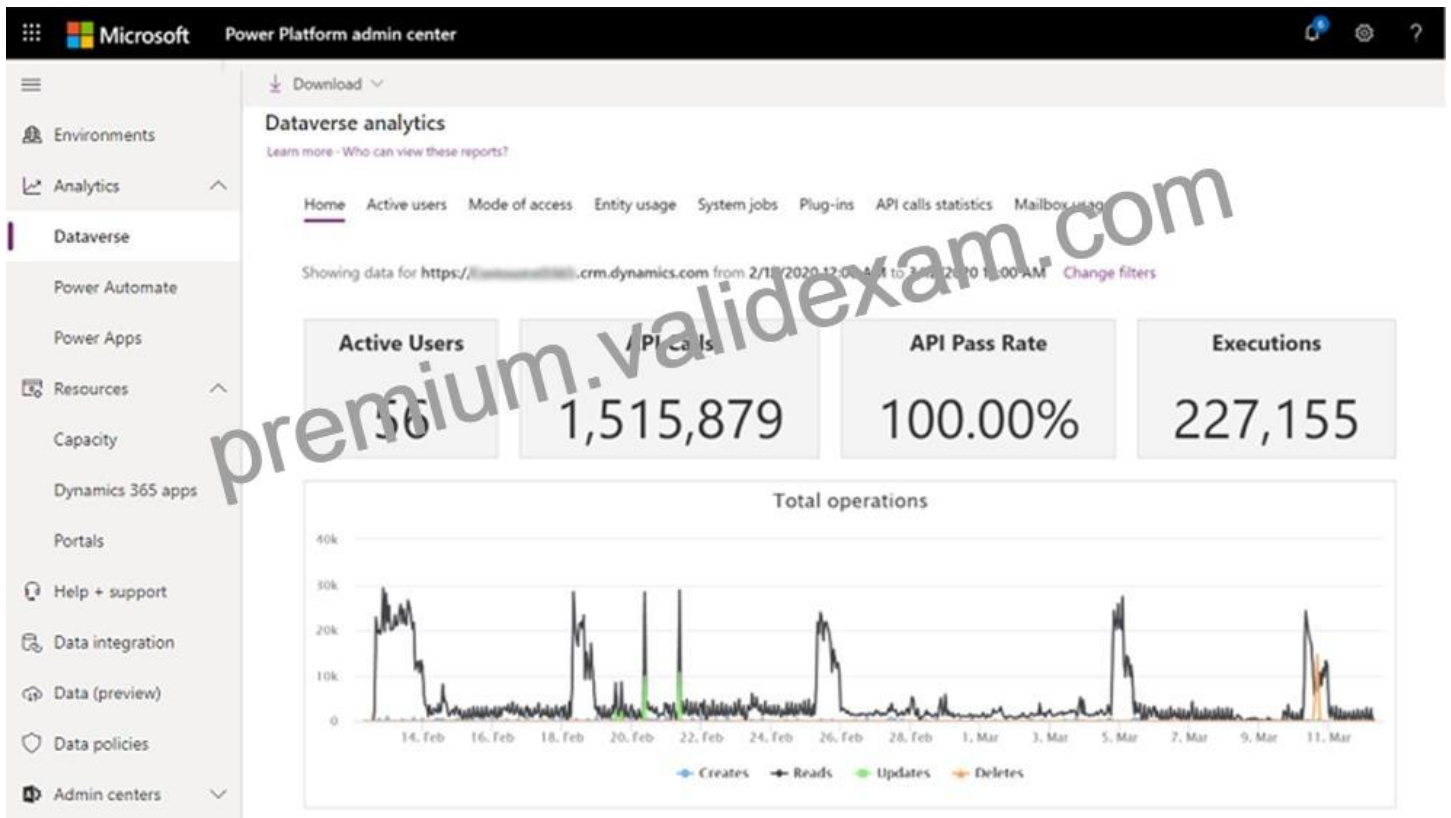
A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

Adjust the app or flow to use fewer API requests

Purchase the Power Apps and Power Automate capacity add-on for your organization.

C: Home (default) Dashboard.

This is the default dashboard that provides information on the number of active Dataverse users, storage usage, the most active workflows, and more.



API Calls: API Calls Number of API calls that were made by the Dataverse environment for the selected time period.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations>

<https://docs.microsoft.com/en-us/power-platform/admin/analytics-common-data-service>

NEW QUESTION 44

You need to design tables 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.

Data type	Technical solution
Job placement record	<input type="text"/> Custom table Activity table Virtual table
Security clearance record	<input type="text"/> Lookup (N:1) Choice Lookup (N:N)

Data type	Technical solution
Job placement record	<input type="text"/> Custom table Activity table Virtual table
Security clearance record	<input type="text"/> Lookup (N:1) Choice Lookup (N:N)

Reference:

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

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

NEW QUESTION 45

You need to ensure that the solution meets the data security and compliance requirements.

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

NOTE: Each correct selection is worth one point.

Scenario	Relationship behavior
A worker transfers to a new client company.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><ul style="list-style-type: none">Assign: Cascade AllAssign: Cascade NoneMerge: Cascade AllRollup View: Cascade All</div>
A user deletes a worker's job placement history.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><ul style="list-style-type: none">Delete: Cascade AllDelete: Remove LinkDelete: Restrict</div>

Scenario	Relationship behavior
A worker transfers to a new client company.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><ul style="list-style-type: none">Assign: Cascade All<li style="border: 2px solid red;">Assign: Cascade NoneMerge: Cascade AllRollup View: Cascade All</div>
A user deletes a worker's job placement history.	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><ul style="list-style-type: none">Delete: Cascade AllDelete: Remove Link<li style="border: 2px solid red;">Delete: Restrict</div>

Reference:

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

Topic 2, Relecloud

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Background

Relecloud provides regional air service in North America. 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.

NEW QUESTION 46

You are conducting performance testing for a Microsoft Power Platform solution. The solution uses Power Automate cloud flows to query and synchronize data across 10 different tables based on various criteria. You make the following observations:

- * Internet speed during testing is fast (500 Mbps).
- * There are 50 Dynamics real-time workflows in use.
- * There are 63 Dynamics asynchronous workflows in use.
- * There are 76 Power Automate cloud flows in use.

You identify the following performance issues;

You need to recommend steps to resolve the performance issues.

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

NOTE: Each correct selection is worth one point.

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<input type="checkbox"/> Reduce usage of near real-time workflows. <input type="checkbox"/> Convert all Dynamics 365 workflows to Power Automate cloud flows. <input type="checkbox"/> Review and revise filters in cloud flow queries and conditional logic.
Background processes often take hours to complete.	<input type="checkbox"/> Reduce usage of near real-time workflows. <input type="checkbox"/> Convert all Dynamics 365 workflows to Power Automate cloud flows. <input type="checkbox"/> Review and revise filters in cloud flow queries and conditional logic.

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<input checked="" type="checkbox"/> Reduce usage of near real-time workflows. <input type="checkbox"/> Convert all Dynamics 365 workflows to Power Automate cloud flows. <input type="checkbox"/> Review and revise filters in cloud flow queries and conditional logic.
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Microsoft PL-600 is a certification exam that validates the skills and knowledge required to design, configure, and implement solutions using the Microsoft Power Platform. PL-600 exam is designed for professionals who are looking to enhance their skills in building customized solutions using Microsoft Power Apps, Power BI, Power Automate, and Power Virtual Agents.

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