

PL-600^{Q&As}

Microsoft Power Platform Solution Architect

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QUESTION 1

You need to recommend a reporting solution for the organization.

Which two options should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. AI Builder
- B. SQL Server Reporting Services (SSRS)
- C. Dynamics 365
- D. Power BI

Correct Answer: BC

Scenario:

1.
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

2.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.

C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.

Incorrect Answers:

D: Scenario: Users cannot view Power BI reports within the Power Platform apps.

Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app,

which updates in real time as you make changes to your report.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app> <https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866>
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

QUESTION 2

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:

1.

Handle multiple customer interactions at once

2.

Ensure that users can access information from several business applications.

3.

Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.

4.

Implement all functionality in a single interface.

You need to recommend a solution that meets the requirements of the company.

What should you recommend?

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

Correct Answer: A

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.

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

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

QUESTION 3

You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.

The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits.

You need to ensure that the API conforms to service protection limits.

Which three metrics should you review? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. The number of requests that a user can make each day.
- B. The total number of requests that can be processed each day.
- C. The number of concurrent requests that a user can make.
- D. The total execution time for requests by all users.
- E. The combined execution time required to process requests from a user.

Correct Answer: ACE

Three types of service protection API limit errors that can be returned:

Number of requests

This limit counts the total number of requests during the preceding 300 second period.

Execution time

This limit tracks the combined execution time of incoming requests during the preceding 300 second period.

Concurrent requests

This limit tracks the number of concurrent requests.

Reference:

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

QUESTION 4

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

Correct Answer: B

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps. These code components can be used to enhance the user experience for users working

with data on forms, views, dashboards, and canvas app screens. For example, you can:

Replace a column on a form that displays a numeric text value with a dial or slider code component.

Reference: <https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

QUESTION 5

HOTSPOT

You are designing a model-driven app that provides marketing, sales, and service operations to a company.

The app must integrate with the following systems and data sources:

1.

A third-party marketing system for lead generation and website submissions.

2.

A Microsoft Excel Online file that contains manufacturing data on relevant products.

3.

A separate Microsoft Dataverse environment.

You need to recommend Power Automate connectors for the app.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	<input type="checkbox"/> Increase multithreading and/or batch size settings.
	<input type="checkbox"/> Decrease multithreading and/or batch size settings.
	<input type="checkbox"/> Ensure you are loading data into all tables at the same time.
	<input type="checkbox"/> Ensure you are loading data into tables in a particular order.
Records that include lookup columns often fail to load.	<input type="checkbox"/> Increase multithreading and/or batch size settings.
	<input type="checkbox"/> Decrease multithreading and/or batch size settings.
	<input type="checkbox"/> Ensure you are loading data into all tables at the same time.
	<input type="checkbox"/> Ensure you are loading data into tables in a specific order.

Correct Answer:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	<input checked="" type="checkbox"/> Increase multithreading and/or batch size settings.
	<input type="checkbox"/> Decrease multithreading and/or batch size settings.
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	<input type="checkbox"/> Decrease multithreading and/or batch size settings.
	<input type="checkbox"/> Ensure you are loading data into all tables at the same time.
	<input checked="" type="checkbox"/> Ensure you are loading data into tables in a specific order.

Box 1: Custom connector While Azure Logic Apps, Microsoft Power Automate, and Microsoft Power Apps offer over 325+ connectors to connect to Microsoft and non-Microsoft services, you may want to communicate with services that aren't available as prebuilt connectors.

Box 2: Microsoft Dataverse The Microsoft Dataverse connector provides several triggers to start your flows and many actions that you can use to create or update data in Dataverse while your flows run. You can use Dataverse actions even if your flows don't use a trigger from the Dataverse connector.

Use the Microsoft Dataverse connector to create cloud flows that start when data changes in Dataverse tables and custom messages.

Reference: <https://docs.microsoft.com/en-us/connectors/custom-connectors/> <https://docs.microsoft.com/en-us/power-automate/dataverse/overview>

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