

# PL-600<sup>Q&As</sup>

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>

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## QUESTION 2

You need to resolve the issue reported during testing. What should you do?

- A. Create an image data type within the Inspection Order table.
- B. Create a relationship within the Inspection Order table to the originating inspection order.
- C. Create a Quick View form for the inspection order.

Correct Answer: A

Need to store the image in the table.

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

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### QUESTION 3

#### 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.
	<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 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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#### QUESTION 4

You are designing an integration between an Azure SQL database and a model-driven app.

You have the following requirements:

Audit updates to the data.

Assign security role access to tables at the user level.

Assign security role access to tables at the organization level.

Enable change tracking.

Add and update data.

You need to implement virtual tables.

Which two requirements can you meet by using virtual tables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Enable change tracking.
- B. Assign security role access to tables at the user level.
- C. Add and update data.
- D. Assign security role access to tables at the organization level.
- E. Audit updates to the data.

Correct Answer: BC

Explanation:

C: Virtual tables enable integrating data from external data sources by seamlessly representing that data as tables in Microsoft Dataverse, without data replication. Solutions, apps, flows, and more can use virtual tables as if they were native Dataverse tables. Virtual tables allow for full create, read, update, and delete privileges unless the data source they're connecting to specifically forbids it

B: The connector permissions enforce the ability for organizational users to access and operate on the virtual table. The connection can be shared with one user or can be shared with the entire organization. This allows users to access and operate virtual tables using a shared connection. By using security roles, virtual table access can be restricted to a specific set of users within your organization. You can even specify which roles have create, read, update, or delete privileges in this way.

Reference: <https://learn.microsoft.com/en-us/power-apps/maker/data-platform/create-virtual-tables-using-connectors>

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**QUESTION 5**

**HOTSPOT**

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to

their relevant account.

The company has the following requirements:

1.

Portal users must only see the notes for the cases that they manage.

2.

Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.

Which entity permission scope should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Cascading strategies**

- Cascade All
- Cascade Active
- Cascade User Owned
- Cascade None

**Answer Area**

Requirement	Cascading strategy
When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	<input type="checkbox"/> Cascading strategy
When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	<input type="checkbox"/> Cascading strategy

Correct Answer:

**Cascading strategies**

Cascade Active
Cascade None

**Answer Area**

Requirement	Cascading strategy
When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	Cascade All
When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	Cascade User Owned

**Box 1: Contact**

With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's contact record via a defined relationship.

**Box 2: Account**

With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.

This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user

having this permission can view all the leads of only the parent account of the user.

**Incorrect Answers:**

Self Scope allows you to define the rights a user has to their own Contact (Identity) record. Users can use entity forms or web forms to make changes to their own Contact record linked with their profile.

Parental scope: In this most complex case, permissions are granted for an entity that is a relationship away from an entity for which an Entity Permission record has already been defined. This permission is actually a child record of the parent

entity permission.

**Reference:**

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/assign-entity-permissions>

## QUESTION 6

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Create a custom connector. Create a cloud flow for approval and use the custom connector to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Explanation:

Need an on-premises data gateway.

Correct solution: Create a canvas app for expense data entry. Install an on-premises gateway. Create a cloud flow for approval and to add data to the SQL Server database.

The on-premises data gateway acts as a bridge. It provides quick and secure data transfer between on-premises data, which is data that isn't in the cloud, and several Microsoft cloud services. These services include Power BI, Power Apps,

Power Automate, Azure Analysis Services, and Azure Logic Apps.

Power Automate is a service that you can use to automate repetitive tasks to bring efficiencies to any organizations. You can create cloud flows, desktop flows, or business process flows.

Reference:

<https://learn.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem>

<https://learn.microsoft.com/en-us/power-automate/flow-types>

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## QUESTION 7

### HOTSPOT

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:

1.

Internet speed during testing is fast (500 Mbps).

2.



There are 50 Dynamics real-time workflows in use.

3.

There are 63 Dynamics asynchronous workflows in use.

4.

There are 76 Power Automate cloud flows in use.

You identify the following performance issues:

1.

Data changes are slow to save.

2.

Background processes often take hours to complete.

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.

Hot Area:

### Answer Area

#### Requirement

Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

Allow only approved device types to access the solution and company data.

#### Configuration

▼

Team access
Privacy preference
Field security profile
Hierarchy security profile

▼

Endpoint security
Compliance policy
Conditional access
Mobile threat integration

Correct Answer:

**Answer Area**

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Synchronize the mobile app.</div><div style="border-bottom: 1px solid #ccc; padding: 2px;">Remove organization data filters.</div><div style="padding: 2px;">Reduce records included in the profile filter.</div></div>
Changes to users' security privileges are not reflected in the mobile app.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Synchronize the mobile app.</div><div style="border-bottom: 1px solid #ccc; padding: 2px;">Reduce records included in the profile filter.</div><div style="padding: 2px;">Remove reference to tables not included in mobile profile.</div></div>
Some account views are unavailable when the app is offline.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Synchronize the mobile app.</div><div style="border-bottom: 1px solid #ccc; padding: 2px;">Reduce records included in the profile filter.</div><div style="padding: 2px;">Remove reference to tables not included in mobile profile.</div></div>
Contact data is not available when the app is offline.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Reduce records included in the profile filter.</div><div style="border-bottom: 1px solid #ccc; padding: 2px;">Update mobile profile to include contact information.</div><div style="padding: 2px;">Remove reference to tables not included in mobile profile.</div></div>

Box 1: Reduce usage of near real-time workflows

A real-time workflow can be converted to asynchronous workflow and back to real-time.

Box 2: Convert all Dynamics 365 workflows to Power Automate cloud flows.

Workflows are limited to Microsoft Dynamics 365/CRM application only.

Power Automate can span across multiple web-based services or applications at the same time.

Dynamics 365 CRM Workflows can be converted to Power Automate flows.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/create-real-time-workflows>

<https://rajeevptyala.com/2019/12/11/d365-switching-from-workflow-to-microsoft-power-automate-flow/>

**QUESTION 8**

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Install an on-premises gateway. Create a cloud flow for approval and to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Explanation:

The on-premises data gateway acts as a bridge. It provides quick and secure data transfer between on-premises data, which is data that isn't in the cloud, and several Microsoft cloud services. These services include Power BI, Power Apps,

Power Automate, Azure Analysis Services, and Azure Logic Apps.

Power Automate is a service that you can use to automate repetitive tasks to bring efficiencies to any organizations. You can create cloud flows, desktop flows, or business process flows.

Reference: <https://learn.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem>

<https://learn.microsoft.com/en-us/power-automate/flow-types>

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## QUESTION 9

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Record the actions required to complete the loan application process in the process advisor feature. Use task mining to discover inefficiencies in the process.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Explanation:

Task mining is a technology that enables organizations to capture detailed steps for tasks performed on users' desktops, either independently or collaboratively with colleagues.

By analyzing recorded user actions, task mining allows organizations to gain insights into how they perform tasks, identify common mistakes made during task performance, and pinpoint tasks that can be automated, all of which can help

optimize their business processes.

Task mining is a powerful tool for streamlining workflows, identifying inefficiencies and bottlenecks in workflows, reducing costs, and fostering a culture of continuous improvement where employees are encouraged to optimize their work

processes.

Reference:

<https://learn.microsoft.com/en-us/power-automate/task-mining-overview>

**QUESTION 10**

HOTSPOT

You need to recommend components to meet the re-inspection requirements.

Which components 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

### Action

Users can access account records but cannot read a column in the table.

	▼
Security role	
Security group	
Field security profile	

A licensed user receives an insufficient permission error when opening leads.

	▼
Security role	
Security group	
Field security profile	

A licensed user does not appear in the list of users available for security assignment.

	▼
Security role	
Security group	
Field security profile	

Correct Answer:

## Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<ul style="list-style-type: none"><li>Reduce usage of near real-time workflows.</li><li>Convert all Dynamics 365 workflows to Power Automate cloud flows.</li><li>Review and revise filters in cloud flow queries and conditional logic.</li></ul>
Background processes often take hours to complete.	<ul style="list-style-type: none"><li>Reduce usage of near real-time workflows.</li><li>Convert all Dynamics 365 workflows to Power Automate cloud flows.</li><li>Review and revise filters in cloud flow queries and conditional logic.</li></ul>

Box 1: Power Automate flow

Scenario: Inspection orders must 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.

Box 2: Business rule

By combining conditions and actions, you can do any of the following with business rules:

1. Set column values
2. Clear column values
3. Set column requirement levels
4. Show or hide columns
5. Enable or disable columns
6. Validate data and show error messages
7. Create business recommendations based on business intelligence.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule>

### QUESTION 11

You need to recommend a solution for agents when working with customers to make reservations. What should you recommend?

- A. task flows
- B. Business Process Flows
- C. workflows
- D. Power Automate

Correct Answer: B

Business process flows provide a guide for people to get work done. They provide a streamlined user experience that leads people through the processes their organization has defined for interactions that need to be advanced to a conclusion of some kind.

Use business process flows to define a set of steps for people to follow to take them to a desired outcome.

With business processes flows available as an entity, you can now use advanced finds, views, charts, and dashboards sourced from business process flow data for a given entity, such as a lead or opportunity.

Scenario:

1.  
Agents need a solution to replace paper reservation checklists.
  2.  
Agents need dashboards to show a current count of all reservations on the entity.
  3.  
Agents need a way to track reservation issues.
  4.  
Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
- 

### QUESTION 12

A company uses a Microsoft Excel sheet to manage its loan application process.

The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Upload the activity data stored in the Excel sheet to the process advisor feature. Use task mining to discover

inefficiencies in the process.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Explanation:

We need to record the actions as well.

Correct solution: Record the actions required to complete the loan application process in the process advisor feature. Use task mining to discover inefficiencies in the process.

Note:

Task mining is a technology that enables organizations to capture detailed steps for tasks performed on users' desktops, either independently or collaboratively with colleagues.

By analyzing recorded user actions, task mining allows organizations to gain insights into how they perform tasks, identify common mistakes made during task performance, and pinpoint tasks that can be automated, all of which can help

optimize their business processes.

Task mining is a powerful tool for streamlining workflows, identifying inefficiencies and bottlenecks in workflows, reducing costs, and fostering a culture of continuous improvement where employees are encouraged to optimize their work

processes.

Reference:

<https://learn.microsoft.com/en-us/power-automate/task-mining-overview>

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### QUESTION 13

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>

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#### QUESTION 14

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:

1.

Provide customers with an online portal where they can submit and review cases.

2.

Ensure that customers can chat online with a customer service representative at any time.

3.

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

Correct Answer: BDE

B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.



Incorrect Answers:

A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.

C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates> <https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

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## QUESTION 15

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database.

You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Install the Power Automate app in Microsoft Teams. Create a cloud flow for approval to add data to the SQL Server database.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Explanation:

Need an on-premises data gateway.

Correct solution: Create a canvas app for expense data entry. Install an on-premises gateway. Create a cloud flow for approval and to add data to the SQL Server database.

The on-premises data gateway acts as a bridge. It provides quick and secure data transfer between on-premises data, which is data that isn't in the cloud, and several Microsoft cloud services. These services include Power BI, Power Apps,

Power Automate, Azure Analysis Services, and Azure Logic Apps.

Power Automate is a service that you can use to automate repetitive tasks to bring efficiencies to any organizations. You can create cloud flows, desktop flows, or business process flows.

Reference:

<https://learn.microsoft.com/en-us/data-integration/gateway/service-gateway-onprem>

<https://learn.microsoft.com/en-us/power-automate/flow-types>

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