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Exam : **PL-600**

Title : Microsoft Power Platform Solution Architect

Version : DEMO

1. Topic 1, 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.

DRAG DROP
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.

Answer Area

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	
Dynamics 365 Customer Service	Patients	
Omnichannel for Customer Service dashboard		

Answer:

Answer Area

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	Omnichannel for Customer Service dashboard
Dynamics 365 Customer Service	Patients	Dynamics 365 Customer Service
Omnichannel for Customer Service dashboard		

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

2.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
Answer: BC
Explanation:
Scenario:
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.
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

3.You need to recommend a solution for handling data entry requirements for the mobile audit teams.
What are two possible ways to achieve the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Canvas app within Power Apps Player
B. Canvas app within a browser
C. Dynamics 365 Field Service
D. Dynamics 365 App for Outlook

Answer: AB
Explanation:
Scenario:
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.
When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.
Reference: https://docs.microsoft.com/en-us/powerapps/user/run-app-browser

4.DRAG DROP
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.

Answer Area

Answer:

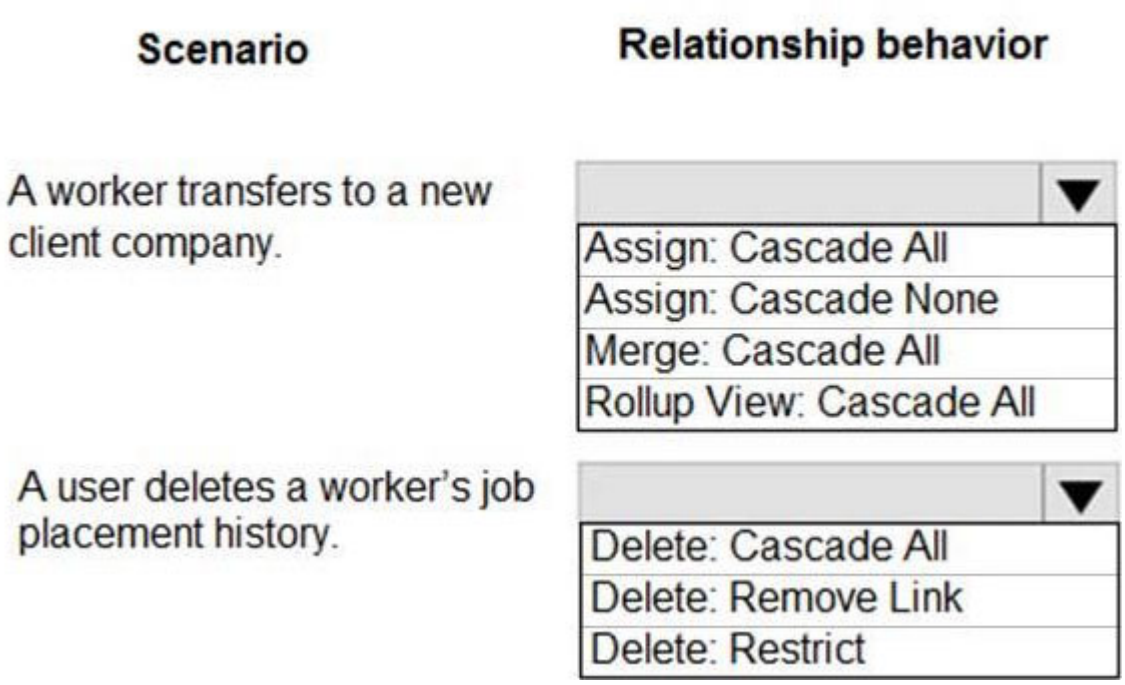
Answer Area

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

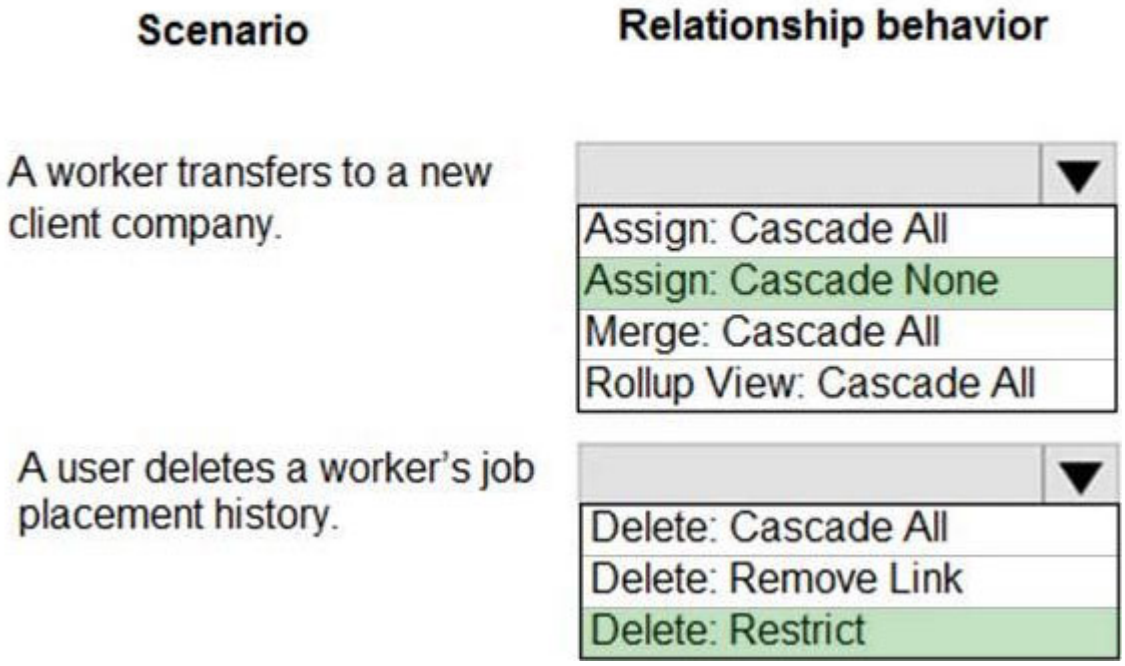
5.HOTSPOT
You need to ensure that the solution meets the data security and compliance requirements.
What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area



Answer:

Answer Area



Explanation:

Box 1: Assign: Cascade None

Scenario: Worker still records must be archived after ten years and are then removed from the main system.

Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

Incorrect Answers:

Cascade All: Perform the action on all referencing table records associated with the referenced table record.

Box 2: Delete: Restrict

Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.

Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.

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