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# Question 1

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**Question Type:** MultipleChoice

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A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads.

You need to recommend a solution that will incorporate this checklist.

What should you recommend?

## Options:

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- A- Microsoft Customer Voice
- B- Business Process Modeler task guide
- C- Dashboards
- D- Business Process Flow

## Answer:

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D

## Question 2

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### Question Type: MultipleChoice

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A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

Track opportunities and reasons for the win or loss of opportunities in the context of other related data.

Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Power Platform tool to help the client visualize the data.

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

NOTE: Each correct selection is worth one point.

### Options:

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**A-** Power BI

**B-** Power Automate

C- Power Virtual Agents

D- Power Apps

### Answer:

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A, D

### Explanation:

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A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. It is part of the Microsoft Power Platform.

D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service (<https://powerbi.com>) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.

<https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps>

## Question 3

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**Question Type: MultipleChoice**

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You are designing a Power Platform solution for a company. The company issues each employee a tablet device.

The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:

Users must have a visual guide to know which data to enter in each step of the opportunity management process.

The system must automatically assign the opportunity to a manager for approval once all data is entered.

The system must notify an assignee each time an opportunity is assigned to them by using push notifications.

When a user selects a push notification, the associated opportunity must display.

You need to recommend the Power Platform components that will meet their requirements.

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

NOTE: Each correct selection is worth one point.

**Options:**

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**A-** Business process flows

**B-** Power Apps mobile apps

- C- Power Virtual Agents chatbots
- D- Power Automate desktop flows
- E- Power Automate cloud flows

**Answer:**

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A, B, E

**Explanation:**

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A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process.

B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for Power Apps mobile by using the Power Apps Notification connector. You can send notifications to any app that you create in Power Apps.

E: Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.

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<https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview>

<https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification>

## Question 4

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### Question Type: MultipleChoice

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You are designing tables and columns for a Microsoft Power Platform solution

The solution will contain an interactive experience dashboard.

You need to ensure that the columns you create can be used as global filters for the dashboard

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

NOTE: Each correct selection is worth one point

### Options:

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A- Yes/No

B- Choice

C- Text

D- Multiline Text

E- Lookup

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-solution-explorer#column-data-types>

**Answer:**

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A, B

**Explanation:**

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With interactive dashboards, a chart uses the color assigned to the categories that make up the different values, even if the chart is configured to use random colors, when the chart is configured to be grouped by any of the following column types:

Choice

Yes/No

Status Reason

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards>

## Question 5

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**Question Type:** MultipleChoice

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A local bank uses Microsoft Power Platform apps to store customer data.



The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design.

You need to recommend a solution to the bank that meets the following requirements:

- \* The system must restrict access to customer social security numbers to the vice president of finance only.
- \* The vice president of finance must be able to read and update customer social security numbers.

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

NOT: Each correct selection is worth one point

### Options:

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- A-** Set the values for the read permission and for the update permission for social security number to yet
- B-** Enable field-level security for the member table.
- C-** Create a held-level security profile.
- D-** Enable field-level security for the social security number column.

### Answer:

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C, D

## **Explanation:**

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Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.

Enable field security on one or more fields for a given entity.

Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

<https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

## **Question 6**

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**Question Type:** MultipleChoice

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A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The company wants to apply the business rules to all forms in the app. You need to recommend a simplified form setup so the form can be maintained moving forward. What should you recommend?

**Options:**

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- A-** Manage the business logic with a Power Apps Component Framework (PCF) control.
- B-** Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) control. Use Business Rules for the remaining functionality.
- C-** Remove the Business Rules and use only JavaScript.
- D-** Update logic to ensure Business Rules are optimized. Use JavaScript for the remaining functionality.

**Answer:**

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A

**Explanation:**

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PCF controls are reusable.

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

## Question 7

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**Question Type:** MultipleChoice

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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.

### Options:

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- A- usability of business process flows
- B- customer maintenance procedures
- C- business rules to identify top customers
- D- solution regulatory compliance
- E- time-to-load forms

### Answer:

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B, D, E

### Explanation:

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Non-functional requirements capture the elements that users might not directly care about but are important to support the proposed architecture and operational viability of the solution. Non-functional requirements often influence user adoption and perceived satisfaction with the solution.

Examples of common non-functional requirement types include:

Availability

Compliance/regulatory

Data retention/residency

Performance (response time, and so on)

Privacy

Recovery time

Security

Scalability

<https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional-requirements>

## Question 8

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**Question Type:** MultipleChoice

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A car dealership has a custom financing table.

You are working with a developer to add a button to a ribbon that displays a hidden section of a form when specific criteria are met.

You need to recommend tools and technologies for the developer

Which two tools or technologies should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

### Options:

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- A- Write a business rule.
- B- Write JavaScript code.
- C- Use the Ribbon Workbench.
- D- Use the form editor.

### Answer:

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B, C

### Explanation:

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Client-side scripting using JavaScript is one of the ways to apply custom business process logic for displaying data on a form in a model-driven app.

You can use a community tool, Ribbon Workbench, to visually edit ribbons using the UI.

<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/client-scripting>

<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/customize-commands-ribbon>

## Question 9

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### Question Type: MultipleChoice

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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.

### **Options:**

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- A- Dynamics 365 Customer Service
- B- Power virtual Agents
- C- PowerBI
- D- Dynamics 365 Customer Voice

### **Answer:**

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A, B

### **Explanation:**

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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

<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>

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