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## Microsoft Power Apps + Dynamics 365 Solution Architect

Microsoft MB-600

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## Topic Break Down

Topic	No. of Questions
Topic 1, Case Study 1	2
Topic 2, Case Study 2	2
Topic 3, Case Study 3	3
Topic 4, Case Study 4	2
Topic 5, Case Study 5	2
Topic 6, Mixed Questions	45
<b>Total</b>	<b>56</b>

## QUESTION NO: 1

A company is implementing Dynamics 365 Sales.

The company has an internal system for tracking time that salespeople spend on each account. This system must be integrated with Dynamics 365 Sales.

When a user submits a timesheet in the internal system, a record must be created in Dynamics 365 Sales. The timesheet has no external-facing APIs.

You need to recommend a solution for integration.

What should you recommend?

- A. Extend the time tracking system by creating a synchronous real-time workflow in Dynamics 365 Sales.
- B. Extend the time tracking system by calling the Web API.
- C. Create a Dynamics 365 Sales asynchronous background workflow to call data from the timesheet system.
- D. Create a plug-in to call data from the timesheet system.

**ANSWER: B**

## QUESTION NO: 2

You are the solution architect on a Dynamics 365 Customer Service implementation.

The organization requires the following for the implementation:

- Define the key non-functional requirements for the customer services team.
- Achieve business objectives from the future Dynamics 365 Customer Service solution.

You need to identify the top three non-functional requirements for the organization.

Which three non-functional requirements should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

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

ANSWER: B D E

## QUESTION NO: 3 - (DRAG DROP)

DRAG DROP

You are implementing Dynamics 365 Customer Service for your company.

The company is deciding whether to use an on-premises or online implementation. One of the biggest concerns is about disaster recovery processes.

You need to explain how each system would be recovered with minimal effort and loss of data in case of a disaster.

Which recovery method should you use? To answer, drag the appropriate recovery methods to the correct location. Each recovery method 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.

Select and Place:

**Answer Area**

Recovery methods	Location	Recovery method
Back up databases to Microsoft Azure daily and then restore to new servers.		
Promote Sandbox to production.	On-premises	
Use an included feature.	Online	
Replicate the environment weekly to backup servers.		

ANSWER:

Answer Area		
Recovery methods	Location	Recovery method
Back up databases to Microsoft Azure daily and then restore to new servers.		
Promote Sandbox to production.	On-premises	Back up databases to Microsoft Azure daily and then restore to new servers.
Use an included feature.	Online	Use an included feature.
Replicate the environment weekly to backup servers.		

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/power-platform/admin/backup-restore-environments>

**QUESTION NO: 4 - (DRAG DROP)**

**DRAG DROP**

A client is implementing a Dynamics 365 Customer Service system. The company is divided into departments with one manager per department.

The company requires the following security setup:

- Managers should see only accounts for the employees who report to them.
- Employees should see only their own accounts.
- Executives should see all the accounts in the company.

You need to recommend a security setup for the new implementation of accounts.

Which should you recommend? To answer, drag the appropriate tool to the correct data type. Each tool 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.

**Select and Place:**

**Answer Area**

Security	Role	Security
Organization	Manager	
Business Unit	Employee	
User	Executive	
Parent Child Business Unit		

**ANSWER:**

**Answer Area**

Security	Role	Security
Organization	Manager	Business Unit
Business Unit	Employee	User
User	Executive	Organization
Parent Child Business Unit		

**Explanation:**

## QUESTION NO: 5

A company is using Dynamics 365 Sales with Microsoft Power Platform.

The final solution must consist of the following:

- Dynamics 365 for tablets app
- Power BI dashboards and reports to display sales quotas and other metrics for internal users
- A PFX-compliant canvas app for external contractors to view and updates project tasks from a Microsoft SharePoint list.

You need to recommend a security solution that achieves the data encryption requirement.

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

NOTE: Each correct selection is worth one point.

- A. Use single sign-on (SSO) for authentication for internal users.
- B. Turn on data encryption for your Dynamics 365 Sales environment.
- C. Provide an encryption key to external users using the canvas app.
- D. Create a new Dynamics 365 security group to authenticate users to view the dashboards.

**ANSWER: B C**

## QUESTION NO: 6

You are architecting a Dynamics 365 Customer Service instance for a company call center. The company has an SLA with a primary customer that requires monitoring by using KPIs.

The SLA states the following:

- Support must be provided 24 hours per day, seven days a week.
- Issues must be resolved within four hours of case creation.

You need to recommend tools that will assist the client with tracking these requirements.

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

NOTE: Each correct selection is worth one point.

- A. enhanced SLAs with Timer Control
- B. First Response by KPI
- C. enhanced SLA upgrade
- D. Resolve by KPI

**ANSWER: A D**

## QUESTION NO: 7

You design a solution for a client that is moving from Microsoft Dynamics CRM on-premises to Dynamics 365 Sales.

During user acceptance testing, testers report significant performance issues.

You need to recommend a solution to mitigate the performance issues.

What should you recommend?

- A. Increase the plug-in execution time limit of the organization to five minutes.

- B. Create a Microsoft Azure Service Bus endpoint in Dynamics 365 Sales. Implement business logic in Azure functions.
- C. Enable direct access to a Microsoft Azure-replicated SQL database.
- D. Implement workflows. Schedule workflows to run at daily intervals.

**ANSWER: C**

## QUESTION NO: 8 - (HOTSPOT)

### HOTSPOT

You are reviewing business requirements documentation submitted by a company. The company provides audiovisual equipment for events in several different geographic regions. The company also provides technicians and engineers to support the equipment in some region.

The company plans to implement Dynamics 365 to meet the following business requirements:

- A monthly newsletter must be sent directly from the system.
- Cases and opportunities must be automatically scheduled to the most available and best qualified resources.
- Resource requirements must be automatically forecasted for service requests in the pipeline.

You need to recommend an out-of-the-box solution for each business requirement.

Which out-of-the-box solution 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

Business requirement	Solution
A monthly customer newsletter must be sent directly from the system.	<input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Dynamics 365 Project Service Automation
Cases and opportunities must be automatically scheduled to the most available and best qualified resources.	<input type="checkbox"/> Dynamics 365 Sales <input type="checkbox"/> Dynamics 365 Field Service <input type="checkbox"/> Dynamics 365 Project Service Automation

**ANSWER:**

## Answer Area

### Business requirement

A monthly customer newsletter must be sent directly from the system.

### Solution

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

Cases and opportunities must be automatically scheduled to the most available and best qualified resources.

	▼
Dynamics 365 Sales	
Dynamics 365 Field Service	
Dynamics 365 Project Service Automation	

### Explanation:

## QUESTION NO: 9 - (HOTSPOT)

### HOTSPOT

You need to recommend the technology that matches the requirement.

Which component should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

### Hot Area:

## Answer Area

### Requirement

### Component

Notification of inmate registration

	▼
Cafe-X	
Dashboards	
Common Data Model (CDM)	
Server-side synchronization	

Inmate information data synchronization

	▼
Duplicate Detection	
Common Data Services (CDS)	
Azure Bus Services	
Azure Bus Services	

Stakeholder information

	▼
Power BI	
Dashboards	
Views	
Dynamics 365 Portal	

**ANSWER:**

## Answer Area

### Requirement

### Component

Notification of inmate registration

	▼
Cafe-X	
Dashboards	
Common Data Model (CDM)	
Server-side synchronization	

Inmate information data synchronization

	▼
Duplicate Detection	
Common Data Services (CDS)	
Azure Bus Services	
Azure Bus Services	

Stakeholder information

	▼
Power BI	
Dashboards	
Views	
Dynamics 365 Portal	

### Explanation:

Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets.

- All inmate information needs to be brought into the new system from the proprietary database and kept in sync.
- Once an inmate is registered, an email needs to be sent to the inmate.
- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365

## QUESTION NO: 10

You are designing forms for a company that has a new Dynamics 365 Sales implementation.

Three departments need specific fields on the main form so they do not have to fill out multiple forms.

Each person should see only the fields they need.

Role	Requirements
Inside sales	<ul style="list-style-type: none"><li>• Use only a browser-based app.</li><li>• Include fields for contact name, phone number, products, order date, and total amount owed.</li></ul>
Fulfillment	<ul style="list-style-type: none"><li>• Use either a mobile or browser-based app.</li><li>• Include fields for contact name, product, and order date.</li></ul>
Field sales	<ul style="list-style-type: none"><li>• Use only a mobile app.</li><li>• Include fields for contact name, address, phone number, and product.</li></ul>

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly.

How should you design the form?

- A.** Create three forms for all departments. Add all the fields. Add field-level security to fields not needed for each group.
- B.** Create one form for each department. Add all fields needed for all departments. Use business rules to hide fields.
- C.** Edit an out-of-the box form. Add extra fields. Give all departments security roles for that form.
- D.** Create one form for each department. Add only fields needed on the form for each department. Assign the appropriate security role to each form.

**ANSWER: D**