

Microsoft

MB-600-EXAM

Microsoftpowerapps+dynamic365 Solution architectexam

Product: Demo File

For More Information:

<https://www.dumpsplanet.com/mb-600-dumps>

Product Questions: 58/3 Case Study

Version: 5.0

Case Study: 1 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 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

Bellows College is a prison program that offers classes to help rehabilitate inmates. The classes teach post-secondary skills to provide more job opportunities for when inmates leave prison. The college stores most information on spreadsheets and in email.

The college wants to implement Dynamics 365 Customer Service so that all locations can look up current data on one unified system.

Three levels of inmates attend the college:

- misdemeanor
- major
- federal

Employees of Bellows College consist of the following:

- wardens: supervisors of the guards
- guards: single contributors to the system
- chief: in charge of the whole college

Each inmate level has two wardens and one chief. Twenty-five guards report to each warden.

Current environment Requirements

Employees use a proprietary database to look up inmate information to enter in Microsoft Excel spreadsheets. Spreadsheets are also used for registration, tracking, and for listing the available classes.

Microsoft Office 365 was implemented last year for email. Inmates

- Misdemeanor and federal inmates can attend any classes available.
- Major inmates can attend only online classes.
- Inmates must open a ticket with the college to register for a class.
- Inmates have homework assignments that they load to a Microsoft SharePoint
- All inmates have an email address on Office 365 in the same tenant.

General

- All inmate information needs to be brought in to the new system from the proprietary database and kept in sync.
- All class lists must be brought into the new system with inmate assignments kept intact.
- All special instructions are in separate files on an integrated SharePoint server attached to the class record.
- Homework will be held in a Microsoft Azure Blob Storage.
- Once an inmate is registered, an email needs to be sent to the inmate.
- The system must have a live help function that uses chat (CafeX).
- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365.
- Only the chiefs should be able to see the charges against the inmates.
- Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
- Inmates must see only the registration form when registering for a class.
- Chiefs should see all registration forms.
- All data older than five years has been maintained in a Microsoft SQL Server database.
- Every six months, the college receives a new guard list in a CSV file.

Output

- Wardens need to see statistics on one page on a daily basis.
- A graph of how many inmates have taken classes in the last month, quarter, and year.
- The ability to click on the graph and get details about each class.
- A list of inmates who have not taken any classes in the last month.
- A list of classes that have low registration for the last month and quarter.

Data visibility

- Wardens should be able to see only the information their guards put into the system.
- Chiefs should be able to see all data in the system.
- Guards should be able to see only their own record.
- Inmates should be able to see only their own classes and no one else's information.

Go-Live-plans

- All previous data needs to be in the system before going live.
- The college needs to ensure that going live is completed in the time allotted. Issues

In the primary test for data integration, the following issues arise.

- Inmate names come in with last names in the first name columns.
- Registration numbers come in incorrectly.
- Inmates report seeing different registration forms.

Question:1

HOTSPOT

You need to recommend a solution to meet each requirement.

Which source should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area**Feature****Source**

Live help

	▼
Microsoft AppSource	
Out-of-the-box Dynamics 365	
Custom connector	
Microsoft Power Automate	

Homework

	▼
Microsoft Power Automate	
Workflow	
Microsoft AppSource	
Out-of-the-box Dynamics 365	

Registration email

	▼
Workflow	
Microsoft AppSource	
Develop a plug-in	
Custom Connector	

Answer:

Answer Area

Feature	Source
Live help	<ul style="list-style-type: none">Microsoft AppSourceOut-of-the-box Dynamics 365Custom connectorMicrosoft Power Automate
Homework	<ul style="list-style-type: none">Microsoft Power AutomateWorkflowMicrosoft AppSourceOut-of-the-box Dynamics 365
Registration email	<ul style="list-style-type: none">WorkflowMicrosoft AppSourceDevelop a plug-inCustom Connector

Explanation:

The system must have a live help function that uses chat (CafeX). (CafeX is available from App Source) Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365. (Dynamics supports SharePoint integration out of the box) Once an inmate is registered, an email needs to be sent to the inmate. (Configure a workflow to automatically send the email)

Question: 2

An audit reveals that security roles were not set up correctly.
Which three issues may occur? Each correct answer presents a complete solution. NOTE:
Each correct selection is worth one point.

- A. All inmate types will have Business Rule permissions on the class's entity.
- B. Wardens will have organizational permissions to all records.
- C. Federal inmates will have organizational permissions on all classes.
- D. Major inmates will have organizational permissions on registration forms.
- E. Wardens will have user permissions to all records.

Answer: BDE

Question:3

DRAG DROP

You need to recommend a solution for integrating luggage information.

What should you recommend? To answer, drag the appropriate types to the correct entities. Each type must 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

Types	Entity	Type
Custom entity		
Virtual entity	Luggage	
Activity entity	Passenger	
Custom activity entity		

Answer:

Answer Area

Types	Entity	Type
Custom entity		
Virtual entity	Luggage	Virtual entity
Activity entity	Passenger	Custom entity
Custom activity entity		

Question:4

You are doing a trial run of the go-live data import.

You need to fix the initial issues that arise when importing the new data.

What could be the issue?

- A. Duplicate detection is turned on.
- B. The ReportWizard configuration is incorrect.
- C. Excel is set up as a pivot table.
- D. The data mapping is incorrect.

Answer: D

Explanation:

Inmate names come in with last names in the first name column. Registration numbers come incorrectly. Inmates report seeing different registration forms.

Question:5

You need to recommend the correct tool for both wardens and stakeholders to use. What should you recommend?

- A. Dynamics 365 Customer Service dashboards
- B. Out-of-the-box reports in Dynamics 365 Customer Service
- C. AI Builder
- D. Power BI

Answer: D

Question:6

DRAG DROP

You need to ensure that data security requirements are met.

Which security feature should you recommend? To answer, drag the appropriate security features to the correct requirements. Each security feature 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

Security feature	Requirement	Security feature
Field-level security		
Security roles	Charges	
Office 365 Groups	Inmate's views	
Business Units		

Answer:

Answer Area

Security feature	Requirement	Security feature
Field-level security		
Security roles	Charges	Security roles
Office 365 Groups	Inmate's views	Field-level security
Business Units		

Explanation:

- The chiefs want stakeholders to be able to see reports without needing to log in to Dynamics 365.
 - Only the chiefs should be able to see the charges against the inmates.
 - Inmates will not continue to upload homework to SharePoint, but the homework needs to be accessible within Dynamics 365.
 - Inmates must see only the registration form when registering for a class.
 - Chiefs should see all registration forms.
- Charges:
Security roles

A security role defines how different users, such as salespeople, access different types of records. To control access to data, you can modify existing security roles, create new security roles, or change which security roles are assigned to each user. Each user can have multiple security roles.

- Security role privileges are cumulative: having more than one security role gives a user every privilege available in every role.
 - Each security role consists of record-level privileges and task-based privileges.
- Inmate's views: Field-level security

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom

fields on custom entities. 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.

Reference:

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

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

Question:7

You need to determine which legacy data sources the college should continue to use. Which two data sources should you recommend? Each correct answer presents a partial solution. NOTE: Each correct selection is worth one point.

- A. CSV file
- B. proprietary database
- C. Excel
- D. SQL database

Answer:AD

Question:8

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.

Answer Area

Requirement	Component
Notification of inmate registration	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; border-bottom: 1px solid black; margin-bottom: 2px;">▼</div><div style="padding: 2px;">Cafe-X</div><div style="padding: 2px;">Dashboards</div><div style="padding: 2px;">Common Data Model (CDM)</div><div style="padding: 2px;">Server-side synchronization</div></div>
Inmate information data synchronization	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; border-bottom: 1px solid black; margin-bottom: 2px;">▼</div><div style="padding: 2px;">Duplicate Detection</div><div style="padding: 2px;">Common Data Services (CDS)</div><div style="padding: 2px;">Azure Bus Services</div><div style="padding: 2px;">Azure Bus Services</div></div>
Stakeholder information	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; border-bottom: 1px solid black; margin-bottom: 2px;">▼</div><div style="padding: 2px;">Power BI</div><div style="padding: 2px;">Dashboards</div><div style="padding: 2px;">Views</div><div style="padding: 2px;">Dynamics 365 Portal</div></div>

Answer Area

Requirement	Component					
Notification of inmate registration	<table border="1"><tr><td>▼</td></tr><tr><td>Cafe-X</td></tr><tr><td>Dashboards</td></tr><tr><td>Common Data Model (CDM)</td></tr><tr><td>Server-side synchronization</td></tr></table>	▼	Cafe-X	Dashboards	Common Data Model (CDM)	Server-side synchronization
▼						
Cafe-X						
Dashboards						
Common Data Model (CDM)						
Server-side synchronization						
Inmate information data synchronization	<table border="1"><tr><td>▼</td></tr><tr><td>Duplicate Detection</td></tr><tr><td>Common Data Services (CDS)</td></tr><tr><td>Azure Bus Services</td></tr><tr><td>Azure Bus Services</td></tr></table>	▼	Duplicate Detection	Common Data Services (CDS)	Azure Bus Services	Azure Bus Services
▼						
Duplicate Detection						
Common Data Services (CDS)						
Azure Bus Services						
Azure Bus Services						
Stakeholder information	<table border="1"><tr><td>▼</td></tr><tr><td>Power BI</td></tr><tr><td>Dashboards</td></tr><tr><td>Views</td></tr><tr><td>Dynamics 365 Portal</td></tr></table>	▼	Power BI	Dashboards	Views	Dynamics 365 Portal
▼						
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

Case Study: 2

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

Relecloud provides regional air service in North America.

a. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.

Current environment

- The company uses Microsoft Office 365.
- The company has a custom app for managing and tracking passenger luggage. The app uses Common Data Service.
- For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options.
- The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.

Environment

- Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.
- Minimize the use of third-party products and custom development.
- Reduce customer support call volumes by having the system automatically resolve common issues.
- The security role for agents must contain the privileges in the default Customer Service Representative security role.
- Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity.
- Application user layout should be role specific.

Agents

- You must standardize the format used by agents to enter customer phone numbers.
- Agents need a solution to replace paper reservation checklists.
- Agents need dashboards to show a current count of all reservations on the entity.
- Agents need a way to track reservation issues.
- Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
- Agents need different versions of cancellation policies to send customers. One version must be controllable within the system.
- Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

IT

- IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus.
- IT staff needs a system that is easy to navigate to active cases.
- IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
- IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.

Management

- Management requires paginated reports for stakeholders.
- Management wants to provide frequent flyers with better service when the flyers call.
- Managers need to see all customer dashboards at the top of their menu on their mobile device.

Maintenance

- Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.
- All vendors must have only view and upload privileges to their invoices and receipts.
- Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

Question:9

You need to provide the IT team and managers with a mobile solution. How many apps should you recommend?

- A. one app for each team
- B. one app for each role
- C. one app for each user
- D. one app for all users

Answer: D

Question: 10

You need to recommend a solution that provides a seamless customer experience. What should you recommend?

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

Answer: B

Thank You for Trying Our Product

Our Certification Exam Features:

- ★ More than **99,900 Satisfied Customers** Worldwide
- ★ Average **99.9%** Success Rate
- ★ **Free Update** to match latest and real exam scenarios
- ★ **Instant Download** Access! No Setup required.
- ★ Questions & Answers are downloadable in **PDF format**.
- ★ Multi-Platform capabilities - **Windows, Laptop, Mac, Android, iPhone, iPod, iPad**
- ★ **100%** Guaranteed Success.
- ★ Fast, helpful support 24x7

View Certification Exam page for Full Product:

<https://www.dumpsplanet.com/mb-600-dumps>

