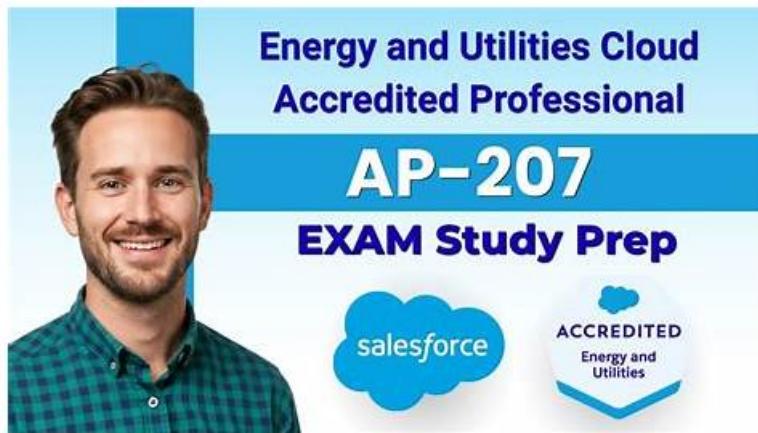


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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q20-Q25):

### NEW QUESTION # 20

The implementation project has identified a need to retrieve and update data from the energy provider's legacy billing application. The customer is already a MuleSoft customer, but they also use middleware technology from another supplier. What approach should you recommend to build this integration to the legacy billing application?

- A. Recommend the introduction of another systems integration partner who specializes in building integrations from Salesforce to billing systems.
- B. Start by defining APIs in both Salesforce and the legacy billing system, and then build custom Java code to implement a point-to-point integration.
- C. Go to Any point Exchange and search for energy assets (to locate templates for previously built integrations with billing systems), and then enhance these assets
- D. Begin building a custom, point-to-point integration, including a whole new user interface and data model to mimic that of the legacy billing application.

### Answer: C

Explanation:

When aiming to integrate Salesforce Energy and Utilities Cloud with a legacy billing application, especially when the customer is already using MuleSoft, leveraging existing assets from Anypoint Exchange is a strategic approach. Anypoint Exchange often

contains templates and pre-built integration patterns that can significantly speed up the integration process by providing a starting point that is specifically tailored or easily adaptable to energy and utility industry needs. This method fosters efficiency and leverages community knowledge and previous successful implementations. Reference = MuleSoft's Anypoint Exchange is a central repository for connectors, templates, and APIs. Its utility for Salesforce integrations, especially within the Energy and Utilities sector, is documented in MuleSoft's resources and guides on Anypoint Platform: <https://www.mulesoft.com/exchange/>

#### NEW QUESTION # 21

An energy company was recently onboarded on Energy and Utilities Cloud. They want to launch a customer service portal that provides customers with a 360-degree view of their energy and utility accounts and includes guided processes for common actions. Which Energy and Utilities Cloud application should they use?

- A. Customer Acquisition Management
- B. Experience Self-Serve Portal
- C. Energy and Utilities Contact Center Console
- D. Utility Self-Serve Portal

**Answer: D**

#### NEW QUESTION # 22

A customer has enabled integration between the Energy and Utilities Contact Center Console and Salesforce Field Service (SF5). When a customer calls for a service appointment, what two prerequisite steps must an agent complete before creating the appointment?

Choose 2 answers

- A. Confirm customer entitlements for field service appointments.
- B. Accurately confirm and verify customer details.
- C. See a list of all service and work types available in the system
- D. Check available field service time slots for the week.

**Answer: A,B**

#### NEW QUESTION # 23

An energy company wants to accurately price quotes for new, small and medium businesses, which two scenarios would require integration to a third-party system?

- A. Some customers existed on a legacy billing system from previous contracts
- B. The potential customer began their journey using WhatsApp.
- C. Credit ratings are actively used as a pricing input for small and medium business customers
- D. Meter technical data is required from the Distributed System Operator (DSO) in order to confirm supply is possible

**Answer: C,D**

Explanation:

For accurately pricing quotes for new, small, and medium business customers, integration with third-party systems is necessary in scenarios where meter technical data is required from the Distributed System Operator (DSO) to confirm supply capability (B), and where credit ratings are used as a pricing input (D). Integrating with the DSO's systems ensures accurate supply feasibility assessments, while integrating with credit rating agencies provides the necessary financial risk insights to inform pricing decisions effectively. Reference = Salesforce Energy and Utilities Cloud documentation on pricing and quoting emphasizes the need for accurate data, which may require integration with external systems for meter data and credit assessments. Information on integrating Salesforce with external systems for enhanced quoting accuracy can be found in Salesforce's integration and API documentation: <https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/>

#### NEW QUESTION # 24

A developer discovers that the Lightning Web Components in their Energy and Utilities Cloud org aren't being rendered correctly. What could be the likely reason for this issue?

- A. There are incorrect permissions an Lightning Web Components.
- B. Lightning Web Components aren't supported on Energy and Utilities Cloud.
- C. The developer needs to re-write the components to be compatible with Energy and Utilities Cloud.
- D. Remote Site Settings entries are missing.

**Answer: A**

## NEW QUESTION # 25

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