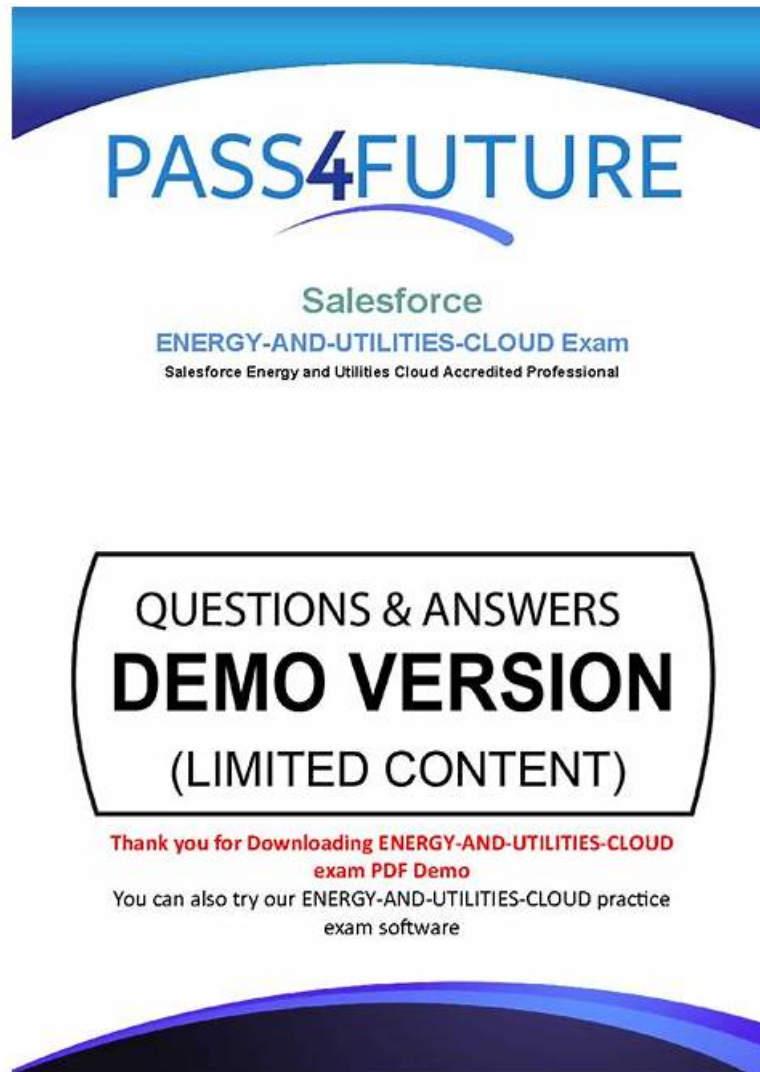


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

Which two items are necessary before starting a data mapping exercise from the billing system to Energy and Utilities Cloud?
Choose 2 answers

- A. Technical connection details for the billing system
- **B. A high-level object map of the entities and fields used by the billing system**
- C. A decision on the tool or technology that will be used for migrating the data (ETL)
- D. Project team roles and responsibilities
- **E. Understanding of the Energy and Utilities customer data model**

Answer: B,E

NEW QUESTION # 42

Energy and Utilities Cloud has the capability to provide access to information using several different data access methods Using the Digital Interaction Platform, online web portals, internal console applications, and mobile applications are all examples of which data access technology?

- A. Streaming data API
- B. Metadata API
- C. SSO data access
- **D. Omnichannel data access**

Answer: D

Explanation:

Salesforce Energy and Utilities Cloud provides a comprehensive, unified view of utility customer interactions across multiple channels, facilitating seamless service and support. The digital interaction platform, by leveraging omnichannel data access, enables utilities to offer their customers a consistent experience whether they're accessing information online, through mobile applications, or via internal console applications. This approach ensures that all data access methods are integrated and provide a unified experience, reflecting Salesforce's commitment to creating connected customer experiences across various touchpoints. Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of creating a connected and seamless customer experience across different channels and platforms, which is achieved through omnichannel data access. This can be further explored in the Salesforce Energy and Utilities Cloud guide and the Salesforce Omnichannel features documentation:

<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 43

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

Answer: A,C

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 # 44

An energy company has implemented Energy and Utilities Cloud in its call center, and they're now considering extending Salesforce for their customer self-service portal.

What value would the Energy and Utilities Cloud Communities license provide compared to standard Salesforce Communities?

- A. Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make
- B. Energy and Utilities Cloud provides the same data model and tools as the call center to build the self-service portal, but the components used in the call center cannot be reused
- C. Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities' website
- D. Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex

Answer: C

Explanation:

implementations simple and easy

Explanation:

The Energy and Utilities Cloud Communities license provides significant value by extending the same data model, user interfaces, integrations, and processes used in the call center to the self-service portal built with Salesforce Communities. This ensures a consistent and integrated experience across customer service touchpoints, enabling customers to access personalized services, manage their accounts, and interact with the utility provider through a self-service portal that mirrors the functionality available to call center agents. Reference = Salesforce Energy and Utilities Cloud documentation on community portals and self-service highlights the ability to extend call center capabilities to customer self-service platforms, providing a cohesive and efficient customer experience: <https://www.salesforce.com/products/community-cloud/industries/energy-utilities/>

NEW QUESTION # 45

An energy utility company is implementing the Customer Acquisition Management application. The application should support unauthenticated self-serve portal users.

What's the preferred method to configure the application security to meet the requirement?

- A. A consultant should create new permission sets to grant appropriate access to all required objects.
- B. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntime82CSalesCustomerCommunityUser sample permission set to customer community users.
- C. The Customer Acquisition Management application cannot support unauthenticated self serve portal users
- D. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.

Answer: B

Explanation:

For the Customer Acquisition Management application to support unauthenticated self-serve portal users, the correct configuration of permission sets is crucial. The EnergyRuntimeB2CSales sample permission set designed for Guest User profiles enables unauthenticated users to interact with necessary parts of the application without compromising security or functionality. Additionally, the EnergyRuntimeB2CSalesCustomerCommunityUser permission set provides authenticated community users with appropriate access rights, ensuring a seamless user experience across both authenticated and unauthenticated scenarios.

Reference = The setup and configuration of these permission sets are discussed in the Salesforce Energy and Utilities Cloud security and user management documentation, ensuring applications like Customer Acquisition Management are accessible yet secure.

NEW QUESTION # 46

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