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## Salesforce

### AP-207

ExamName: Energy and Utilities Cloud Accredited Professional

Exam Version: 6.0

Questions & Answers Sample PDF

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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q36-Q41):

### NEW QUESTION # 36

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

**Answer: A**

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 # 37

An energy company wants to send to its customers various types of communication via digital channels. Which is the preferred cloud that works in conjunction with Energy and Utilities Cloud to achieve mass communication?

- A. Marketing Cloud
- B. Service Cloud
- C. Sales Cloud
- D. Communications Cloud

**Answer: A**

Explanation:

Salesforce Marketing Cloud is the preferred solution for energy companies looking to send various types of communication via digital channels to their customers in conjunction with Energy and Utilities Cloud. Marketing Cloud provides a comprehensive suite of tools designed for mass communication, allowing for the creation, management, and delivery of personalized customer communications across multiple digital channels. This integration enhances customer engagement and satisfaction by delivering timely and relevant information. Reference = Salesforce Marketing Cloud documentation highlights its capabilities for mass communication and integration with other Salesforce products, including Energy and Utilities Cloud, to provide a unified platform for customer engagement: <https://www.salesforce.com/products/marketing-cloud/overview/>

### NEW QUESTION # 38

When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

- A. Meter reading data
- B. Contact data
- C. Billing related data
- D. Caserdated data

**Answer: A,C**

Explanation:

In the context of data mastery in Salesforce Energy and Utilities Cloud, certain types of data should remain mastered in the relevant legacy applications due to their specialized nature and the complexities involved in their management. These include: C. Meter Reading Data: Typically generated by systems dedicated to capturing and processing readings from energy meters. This data is central to billing and consumption analysis and often requires specialized systems to manage. D. Billing Related Data: Involves complex calculations, tariff management, and financial transactions. Legacy billing systems are usually deeply integrated with financial management processes and may be subject to regulatory compliance requirements. Keeping these data types mastered in their respective legacy systems while integrating them with Salesforce for visibility and customer service can offer the best balance of specialized control and comprehensive customer management. Reference = Salesforce Energy and Utilities Cloud documentation often discusses integration strategies for legacy systems, particularly for critical and complex data types like meter readings and billing information, highlighting best practices for achieving a comprehensive view of customer data:

[https://developer.salesforce.com/docs/atlas.en-us.industries\\_energy\\_and\\_utilities.meta/industries\\_energy\\_and\\_utilities/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

### NEW QUESTION # 39

Which three features are included in the Energy and Utilities Cloud Console?

- A. Customer 360 view
- B. Customer Story
- C. Configuration options with significant coding
- D. Rate Comparison
- E. Multiple tabs, such as Overview, Billing, and Usage

**Answer: A,D,E**

Explanation:

The Energy and Utilities Cloud Console is designed to provide a comprehensive, integrated view of customer data and utility-specific operations. Features like Multiple tabs, including Overview, Billing, and Usage, enable users to access various aspects of customer information and service details from a single interface. The Rate Comparison feature allows for the comparison of different energy rates directly within the console, facilitating better customer service and engagement. The Customer 360 view offers a holistic overview of the customer's interactions, services, and preferences, providing valuable insights that drive personalized customer interactions and improved service delivery.

Reference = Salesforce Energy and Utilities Cloud documentation highlights these features as part of the console's capabilities, emphasizing the enhancement of user experience and operational efficiency through integrated views and functionalities.

### NEW QUESTION # 40

A company's energy and utilities org uses Permission Set Licenses What are the two methods to control users access to features and functionality?

- A. Permission Sets
- B. Managed Package Licenses
- C. Permission Set Groups
- D. Sharing Settings

**Answer: A,C**

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions

to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. Reference = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: [https://help.salesforce.com/articleView?id=perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5)

## NEW QUESTION # 41

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