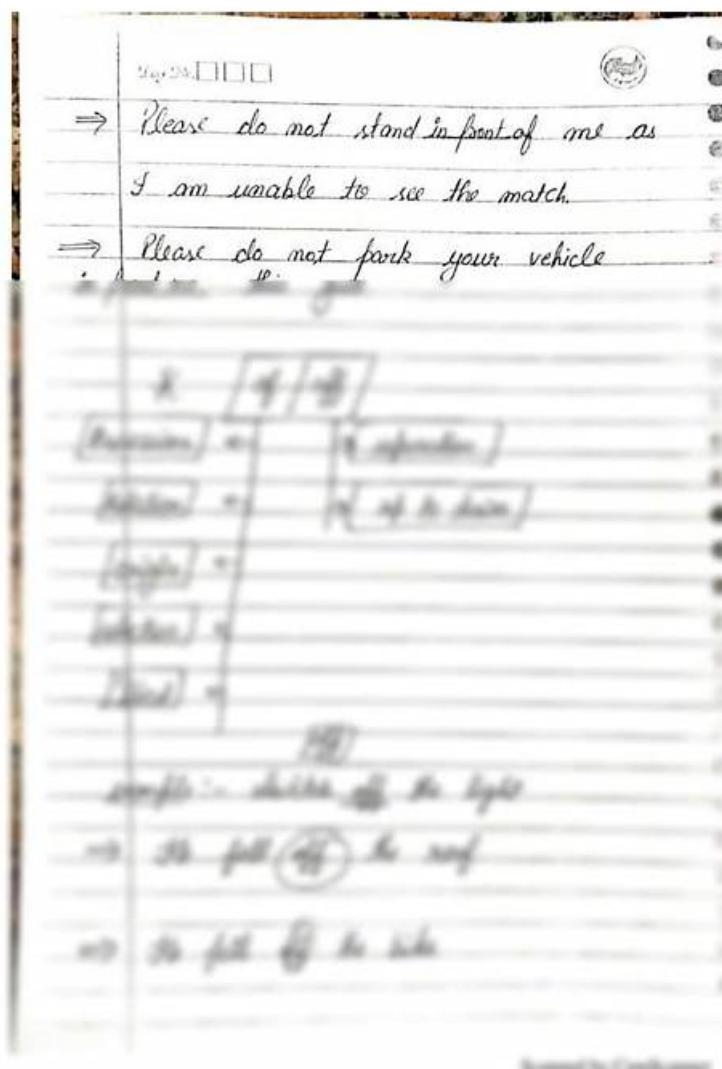


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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q57-Q62):

### NEW QUESTION # 57

An energy company was onboarded on Energy and Utilities Cloud. They want to see how many Energy and Utilities Cloud licenses are assigned.

What's the most effective way to check for the number of their assigned Energy and Utilities Cloud licenses?

- A. Go to Setup -> Company Information -> Permission Set Licenses.
- B. Execute a SOQL query to retrieve the license count
- C. Go to Setup -> Installed Packages -> Vlocity CMT to see the Energy and Utilities Cloud license information.
- D. Call Salesforce Support to get the Energy and Utilities Cloud information.

### Answer: A

Explanation:

The most effective way to check for the number of assigned Salesforce Energy and Utilities Cloud licenses is through the Salesforce Setup menu. By navigating to Setup, then to Company Information, and looking at the Permission Set Licenses section, administrators can quickly view the number of licenses assigned and available for various Salesforce products, including Energy and Utilities Cloud. This method provides a straightforward and accessible means of license management within the Salesforce environment. Reference = Salesforce's official documentation on managing licenses, including viewing assigned licenses through the Company Information section, provides comprehensive guidance: [https://help.salesforce.com/articleView?id=users\\_license\\_types\\_available.htm](https://help.salesforce.com/articleView?id=users_license_types_available.htm)

### NEW QUESTION # 58

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

### Answer: B,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 # 59

Which two standard Energy and Utilities Cloud data model characteristics are used to differentiate B2B and B2C customers?

- A. Person accounts are used to represent B2C customers.
- B. Accounts with RecordType Service are used to represent B2B customers
- C. Accounts with RecordType Business are used to represent B2B customers.
- D. Accounts with RecordType Consumer are used to represent B2C customers

### Answer: C,D

#### Explanation:

In the standard Salesforce Energy and Utilities Cloud data model, B2B and B2C customers are differentiated as follows: A. Accounts with RecordType "Business" are used to represent B2B customers. This RecordType is designed to capture information relevant to business accounts, including details specific to companies and organizations. B. Accounts with RecordType "Consumer" are used to represent B2C customers. This RecordType is tailored to individual consumers, focusing on personal account information and individual customer interactions.

This distinction in the data model facilitates the management of diverse customer types within the energy and utility sector, allowing for tailored interactions and services. Reference = Salesforce Energy and Utilities Cloud documentation provides insights into the data model, including the differentiation between B2B (Business) and B2C (Consumer) customers using specific RecordTypes, which is critical for managing customer relationships and 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 # 60

An energy customer has purchased a new home and needs to transfer their service.

Which object needs a new record created to track service at the new location?

- A. An account record with record type Service Aggregator
- B. An account record with record type Consumer
- C. An account record with record type Service
- D. An account record with record type Billing

**Answer: C**

#### NEW QUESTION # 61

An existing Salesforce customer has built a data model with many custom objects for their call center operations.

How can the customer use OmniStudio to improve the agent experience?

- A. The Energy and Utilities Cloud data model is required for OmniStudio.
- B. OmniStudio can be used without leveraging the Energy and Utilities Cloud data model.
- C. Certain agents can use Energy and Utilities Cloud OmniStudio and Data Model, while other agents do not.
- D. OmniStudio can be used with custom objects but will need to be migrated to the Energy and Utilities Cloud data model.

**Answer: B**

#### NEW QUESTION # 62

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