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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

An energy company is implementing Energy and Utilities Cloud for their contact center and is in the process of importing contact information from the billing system to Salesforce. An administrator has been asked if and how the contact data updated in Salesforce

will be reflected back in the billing system.

What two options can be presented back as potential solution?

Choose 2 answers

- A. Salesforce can send the updated information to the billing system in real-time or batch if it's required,
- B. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.
- C. The billing system can query Salesforce every night to retrieve changes made to contacts.
- D. Salesforce will be the system of record for contacts and it doesn't need to update the billing system in the future.

Answer: A,C

NEW QUESTION # 20

An implementation team has requested an org containing the Energy and Utilities Cloud Large Account Sales Management application. After working with the app, they determine that they need the functionality of the homepage for agents and team leaders. How does the team get the required components into their development environment?

- A. The team needs to copy and paste the required components from their trial environment into their development environment.
- B. The team should follow the documentation and migrate the required components into the* development environment.
- C. The team should take a look at the application code, and then go and re-type the code into their development environment.
- D. The team should request the Energy and Utilities Cloud engineering team to deploy the necessary components into the project development environment.

Answer: B

Explanation:

When the implementation team requires specific components from the Energy and Utilities Cloud Large Account Sales Management application in their development environment, the recommended approach is to follow the Salesforce documentation on migrating components. This process involves identifying the necessary components and utilizing Salesforce's deployment tools (such as change sets or the Salesforce CLI) to move them from one environment to another. This method ensures a controlled and systematic approach to customization and development, aligning with Salesforce's best practices for environment management and application development. Reference = Salesforce documentation provides extensive guides on environment management and the migration of components between environments. This includes using deployment tools and following best practices to ensure seamless and efficient development processes: https://developer.salesforce.com/docs/atlas.en-us.dev_lifecycle.meta/dev_lifecycle/

NEW QUESTION # 21

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 assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntime82CSalesCustomerCommunityUser sample permission set to customer community users.
- B. A consultant should create new permission sets to grant appropriate access to all required objects.
- 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: A

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 # 22

An energy company runs utility-specific processes in the backend customer information system (CIS) and billing systems with minimal visibility to service agents. The company embarks on a multi-year digital transformation initiative to provide a Customer 360 view to its service agents.

What two licenses should be recommended and mapped in the future state architecture to align with the business vision?

- A. Contract Lifecycle Management (CLM)
- **B. Service Cloud**
- **C. Energy and utility Base**
- D. Configure Prince Quote (CPQ)

Answer: B,C

Explanation:

For an energy company embarking on a digital transformation initiative to provide a 360-degree customer view to service agents, the recommended licenses are: A. Service Cloud: Essential for enabling service agents to manage customer interactions and service requests efficiently, providing tools for case management, customer service analytics, and more. D. Energy and Utilities Base: Specifically tailored to the energy and utilities sector, this license provides access to industry-specific data models, workflows, and functionality designed to manage the complex needs of energy providers. Together, these licenses ensure that service agents have access to comprehensive customer information and the specialized tools needed to support the unique requirements of the energy and utilities sector. Reference = Salesforce Energy and Utilities Cloud documentation and Service Cloud resources detail the functionalities and benefits of these licenses, highlighting their role in supporting customer service and industry-specific processes: <https://www.salesforce.com/products/service-cloud/overview/>, <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 23

The administrator of an energy company needs to manage the lifecycle of new contracts in Salesforce. After the generation of the contract, it needs to be sent to the customer for eSignature through DocuSign.

Which two features of Contract Lifecycle Management and OmniStudio can be used?

- A. The 'Send for eSignature' Velocity action can be used to send the last version of the contract document to DocuSign
- **B. An integration Procedure with a DocuSign Signature action can be called from an Omniscript to email the contract for signature**
- C. An Integration Procedure with an HTTP action is needed to integrate with DocuSign. which can be called from an Omniscript
- **D. An Omni script can be configured, and a DocuSign Envelope action can be used to email the contract for signature.**

Answer: B,D

Explanation:

In managing the lifecycle of new contracts in Salesforce and integrating with DocuSign for eSignatures, the use of OmniStudio tools is pivotal. An OmniScript can be configured to include a DocuSign Envelope action, which facilitates the emailing of the contract for signature. Additionally, an Integration Procedure with a DocuSign Signature action can be called from an OmniScript, providing a streamlined method to integrate Salesforce with DocuSign and automate the contract signature process. These features leverage the capabilities of OmniStudio to offer flexible and customizable solutions for contract management and eSignature processes, enhancing efficiency and user experience. Reference = Salesforce OmniStudio, including OmniScripts and Integration Procedures, provides comprehensive capabilities for integrating Salesforce applications with external services like DocuSign. The Salesforce documentation on OmniStudio tools offers guidance on configuring these features to streamline business processes

NEW QUESTION # 24

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