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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

- D. An integration Procedure with a DocuSign Signature action can be called from an OmniScript to email the contract for signature

Answer: A,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 # 26

An energy company provides gas and electricity services to some of its customers, but not all. When a new customer moves in, what object is used to determine what type of service is available at the premise?

- A. Account
- B. Service Point
- C. Asset
- D. Meter

Answer: B

Explanation:

In Salesforce Energy and Utilities Cloud, the Service Point object is used to determine the type of service available at a premise. This object represents a physical location where utility services are delivered, such as electricity or gas. By associating service points with specific types of utility services, energy companies can effectively manage and track the availability of different services for new and existing customers. This enables precise and efficient service provisioning, ensuring that customers receive the appropriate utility services based on their location and service point characteristics. Reference = The Salesforce Energy and Utilities Cloud documentation provides detailed information on the data model, including the role of the Service Point object in managing utility service delivery and availability: https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 27

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. Meter technical data is required from the Distributed System Operator (DSO) in order to confirm supply is possible
- B. Some customers existed on a legacy billing system from previous contracts
- 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: 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 # 28

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. **Omnichannel data access**
- C. SSO data access
- D. Metadata API

Answer: B

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 # 29

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. 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.
- B. **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**
- C. Recommend the introduction of another systems integration partner who specializes in building integrations from Salesforce to billing systems.
- D. 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

Answer: B

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 # 30

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