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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q48-Q53):

### NEW QUESTION # 48

4 utility company is going through an extensive digital transformation. They want to use Energy and Utilities Cloud as a unified desktop application for service agents in order to have a 360-degree view of customers and guided processes for common actions. For this, they require integrations with their customer information system (CIS) and billing systems.

What three common objects are typically part of this Integration?

Choose 3 answers

- A. Premise
- B. Account
- C. Meter Pings
- D. Balances
- E. eSignature

Answer: A,B,D

#### NEW QUESTION # 49

An energy and utilities company wants to use objects for multi-site locations. What three objects can they use out of the box?

- A. Asset
- B. Service Point
- C. Premises
- D. Service Account
- E. Quote

**Answer: B,C,D**

Explanation:

For an energy and utilities company looking to manage multi-site locations using Salesforce Energy and Utilities Cloud, the following objects can be utilized out of the box: A. Service Account: Represents the account receiving the service and can be used to organize and relate to multiple service locations. C. Service Point: Represents a specific physical location where services are delivered or measured, such as a metering point for utilities. D. Premises: Represents the physical location or property where service points are located, enabling the organization of multiple service points within a larger geographical or physical area.

These objects collectively facilitate the effective management of multi-site locations, providing a structured approach to tracking service delivery and consumption across different sites. Reference = The Salesforce Energy and Utilities Cloud documentation outlines the use of these objects within the standard data model, providing a foundation for managing complex site structures and utility services: [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 # 50

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 solutions?

Choose 2 answers

- A. The billing system can query Salesforce every night to retrieve changes made to contacts.
- B. Salesforce can send the updated information to the billing system in real-time or batch if it's required.
- C. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.
- 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,B**

#### NEW QUESTION # 51

A call center agent uses the Energy and Utilities Contact Center Console to schedule a field technician appointment for a customer.

What license is needed to complete this customer requirement?

- A. Salesforce Field Service license
- B. Salesforce Contact Center license
- C. Energy and Utilities Base Service license
- D. Salesforce Service Console license

**Answer: C**

Explanation:

To schedule a field technician appointment using the Energy and Utilities Contact Center Console, the call center agent requires the Energy and Utilities Base Service license. This specific license grants access to the functionalities and features within the Energy and Utilities Cloud, including the ability to schedule appointments and manage field service operations directly from the Contact Center Console. It's tailored to meet the unique requirements of energy and utility companies, providing the necessary tools to support customer service and field service coordination. Reference = The Salesforce Energy and Utilities Cloud documentation details the licensing requirements for using the platform, including the need for the Energy and Utilities Base Service license for call center agents performing tasks such as scheduling field technician appointments: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

## NEW QUESTION # 52

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

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

Answer: A,B

## NEW QUESTION # 53

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