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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q51-Q56):

NEW QUESTION # 51

A customer is ready to migrate and deploy large volumes of configuration components as part of production deployment. Which two tools support this deployment?
Choose 2 answers

- A. Velocity Build Tool
- B. Big Objects Manager
- C. Velocity Installation Assistant
- D. IDX Workbench

Answer: A,D

NEW QUESTION # 52

The project team wants to use the Customer Acquisition Management application to set up and automate the customer enrollment and selling of utility products, services and offers to new customers. A concern is raised about the final UI layout, which needs to be adapted to the branding of the company.

What two processes can modify the look and feel of the application?

- A. **Modify the VEEConsumerLandingScreen FlexCard to change the background color, text font size, and style.**
- B. Modify the VEELogoCard FlexCard to change the customer logo.
- C. **Modify the VEEDigitalOrder Omniscript to adapt the look and feel to suit the company's requirements**
- D. Modify the application Page Layout to change/add/remove selected elements

Answer: A,C

Explanation:

In the Salesforce Energy and Utilities Cloud, customizing the UI to align with company branding during the customer acquisition process is crucial for maintaining a consistent user experience. Modifying the VEEDigitalOrder Omniscript allows for detailed customization of the customer journey and interaction points within the application, aligning it with the company's branding requirements. Additionally, altering the VEEConsumerLandingScreen FlexCard provides the capability to adjust visual elements such as background color, text font size, and style directly, ensuring the interface reflects the company's visual identity effectively.

Reference = These customization processes are supported by Salesforce Energy and Utilities Cloud documentation, specifically in sections related to Omniscript and FlexCard configurations for enhancing user interfaces in utility applications. https://developer.salesforce.com/docs/atlas.en-us.omniscript_developer_guide.meta/omniscript_developer_guide/omniscript

NEW QUESTION # 53

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

Answer: D

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 # 54

Having completed discovery and solution design, and as the project team moves into the implementation phase, what should be the first step in the build process?

- A. Immediately start building the solution in their favorite technology.
- B. Start evaluating products and offerings from as many third-party suppliers as possible.
- C. **Select the Energy and Utilities Cloud applications that best meet the company's needs**
- D. install Salesforce Service Cloud and start building custom objects and APEX classes.

Answer: C

Explanation:

As the project team transitions from the discovery and solution design phase to implementation, the first step in the build process should be selecting the Energy and Utilities Cloud applications that best align with the company's specific needs. This step ensures that the foundation of the project is based on applications that directly address the identified business requirements and goals,

enabling a more targeted and effective implementation strategy. Starting with a clear selection of the appropriate Energy and Utilities Cloud applications allows for focused development efforts and maximizes the efficiency of the project team. Reference = Salesforce Energy and Utilities Cloud documentation outlines the importance of selecting the right applications as a critical initial step in the implementation process. This approach is supported by best practices in project management and implementation strategies for Salesforce solutions: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 55

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

Answer: A,B

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 # 56

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