

Energy and Utilities Cloud Accredited Professional test dumps & exam questions for Salesforce AP-207



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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

When preparing a demo of Energy and Utilities Cloud, the consultant needs to showcase a customer's 360-degree view that allows the customer service agents of the company to see the following information in one glance:

- * Identify the caller
- * Provide answers to questions about billing, consumption, and payments
- * Add meter readings
- * Manage user complaints.
- * Perform user requests such as Start Service, Stop Service, and Set Up a Payment Plan.

Which two functionalities should the consultant use to achieve this?

- A. Configure the Energy and Utilities Contact Center Console available in the process history
- B. Configure custom OmniScripts and FlexCards to cover the requirements.
- C. Assign the relevant lightning pages to the energy company's service agent user profile
- D. Configure a custom Salesforce Service Cloud console.

Answer: A,B

Explanation:

For showcasing a 360-degree view of the customer that empowers service agents with the capability to manage various customer interactions efficiently, the consultant should utilize the Energy and Utilities Contact Center Console and configure custom

OmniScripts and FlexCards. The Energy and Utilities Contact Center Console, designed specifically for the industry, integrates critical customer information and functionalities into one streamlined interface. Additionally, custom OmniScripts and FlexCards can be tailored to the unique requirements of managing billing inquiries, meter readings, complaints, and service requests, providing a flexible and dynamic solution for meeting the diverse needs of utility customers. Reference = Detailed explanations on how to configure the Energy and Utilities Contact Center Console and create custom OmniScripts and FlexCards for tailored customer service experiences are available in the Salesforce Energy and Utilities Cloud implementation guide and customization documentation: https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt_about.htm, https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

NEW QUESTION # 11

An energy company is launching a new subscription service in the B2B market that offers an energy consumption consultancy to help customers pay less on their bills. This product will be charged USD \$60 monthly. Which two pricing metadata are needed when defining this price with Industries CPQ?

- A. A Pricing Plan Entry, with type as Price and charge type as Recurring
- B. A Price List Entry, with amount as \$60. currency as USD and charge type as Recurring
- C. A Pricing Variable, with type as Price and charge type as Recurring
- D. A Price Book Entry, with amount as \$60. currency as USD and charge type as Recurring

Answer: A,B

Explanation:

When defining the pricing for a new subscription service with Industries CPQ, it's essential to create a Price List Entry that specifies the price, currency, and charge type. For a subscription service priced at USD \$60 monthly, the Price List Entry should have an amount set to \$60, the currency specified as USD, and the charge type categorized as Recurring. This approach ensures that the pricing metadata accurately reflects the subscription nature of the service, facilitating correct billing and revenue recognition. Reference = Salesforce Industries CPQ documentation provides detailed guidelines on setting up pricing for various types of products and services, including recurring subscription services. This includes creating and managing Price List Entries to define pricing terms: https://help.salesforce.com/articleView?id=cpq_create_price_list.htm&type=5

NEW QUESTION # 12

What's an example of a parent and child premise record?

- A. The parent premise is the type of service provided, and the child is the apartment.
- B. The parent premise is the apartment unit, and the child is the apartment building.
- C. The parent premise is the apartment building, and the child is the apartment unit.
- D. The parent premise is the apartment, and the child is the type of service provided.

Answer: C

NEW QUESTION # 13

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. Sales Cloud
- B. Service Cloud
- C. Communications 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 # 14

An energy company wants to integrate its current Product Catalog legacy system with its Salesforce org, which uses Industries CPQ. In this API, all products require a Product type, which can be one of four values: Energy, Batteries, Measurement, or Solar Panels. This information must be captured in Salesforce and be easily searchable in the org to be sent to the system.

What is the recommended way to design it in Energy and Utilities Cloud?

- A. A picklist attribute can be configured and associated to each product individual