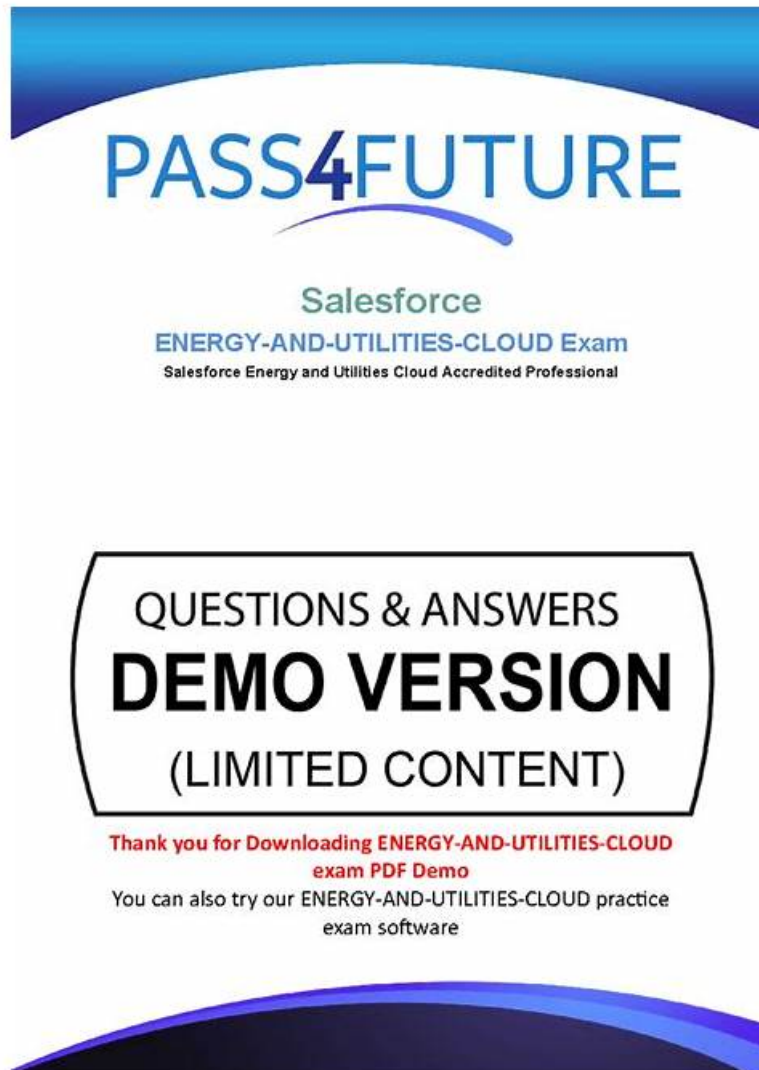


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which four objects does the EnergyRuntimeServiceSFS sample permission set give View All and Modify All permissions to a user?

- A. Work Order. Work Order Line item. Service Territory. Work Type
- **B. Work Order. Work Order Line Item, Service Appointment, Work Type**
- C. Work Order. Work Type. Service Appointment. Service Territory
- D. Work Order. Work Order Line Item Work Procedure. Work Plan

Answer: B

Explanation:

The EnergyRuntimeServiceSFS sample permission set within Salesforce Energy and Utilities Cloud grants "View All" and "Modify All" permissions to a user for the following objects: A. Work Order, Work Order Line Item, Service Appointment, Work Type. These permissions ensure that users assigned to this permission set have comprehensive access to manage and update records related to service fulfillment, including detailing the work to be done (Work Order and Work Order Line Item), scheduling and managing appointments for service execution (Service Appointment), and defining the nature of the work (Work Type). This level of access is critical for roles that are involved in the planning, scheduling, and execution of service orders within the utility sector. Reference = Salesforce documentation on service and field service management, including the configuration of permission sets for service operations, provides insights into the setup and customization of access controls for managing work orders and service appointments: https://help.salesforce.com/articleView?id=fs_perm_sets.htm&type=5

NEW QUESTION # 19

An energy company wants to show users monthly billed usage information when the user starts the Move Out guided business processes in Energy and Utility Cloud, The usage information is stored in a third-party system with available APIs.

Which three steps must the consultant complete to achieve the required outcome?

Choose 3 answers

- **A. Configure Integration Procedure to fetch the data from the third-party system using available APIs.**
- **B. Modify the standard Move Out process to invoke the Integration Procedure and present the result to the user,**
- **C. Create a new Move Out process to invoke the Integration Procedure and present the result to the user.**
- D. Configure integration with Customer Information System.
- E. Configure integration with Meter Data Management System

Answer: A,B,C

NEW QUESTION # 20

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

Answer: C

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 # 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 EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- B. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntimeB2CSalesCustomerCommunityUser sample permission set to customer community users.
- C. A consultant should create new permission sets to grant appropriate access to all required objects.
- D. The Customer Acquisition Management application cannot support unauthenticated self-serve portal users.

Answer: B

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

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

Answer: A,B,C

NEW QUESTION # 23

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