

AP-207 Exam Simulation: Energy and Utilities Cloud Accredited Professional & AP-207 Training Materials

ENERGY AND UTILITIES CLOUD ACCREDITED PROFESSIONAL



EXAM GUIDE

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Exam Content covers up to: [Spring 2023 Release](#)

Table of Contents

SUBJECT MATTER EXPERT CONTRIBUTORS	2
ABOUT THE ENERGY AND UTILITIES CLOUD ACCREDITED PROFESSIONAL	3
AUDIENCE DESCRIPTION	3
PURPOSE OF THIS EXAM GUIDE	4
ABOUT THE EXAM	4
RECOMMENDED TRAINING AND REFERENCES	5
EXAM OUTLINE	5
EXAM CANDIDATE CODE OF CONDUCT	8
MAINTAINING YOUR ACCREDITED PROFESSIONAL STATUS	8

1

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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

consultant has been tasked with gathering and aligning requirements from a small group of key stakeholders for an Energy and Utilities Cloud implementation.

Which approach would be most effective for eliciting business requirements from the small group of stakeholders?

- A. Conduct a focus group with all stakeholders to present different future-state sales processes and elicit stakeholder opinions.
- B. **Conduct a semi-structured requirement gathering session to walk-through current-state sales processes with the stakeholders to align on common requirements.**
- C. Create and deliver a questionnaire to each stakeholder to elicit thoughts on the pros and cons of the current-state sales processes.

Answer: B

NEW QUESTION # 38

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 solution?

Choose 2 answers

- A. Salesforce will be the system of record for contacts and it doesn't need to update the billing system in the future.
- B. **The billing system can query Salesforce every night to retrieve changes made to contacts.**
- C. **Salesforce can send the updated information to the billing system in real-time or batch if it's required,**
- D. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.

Answer: B,C

NEW QUESTION # 39

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

Choose 2 answers

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

Answer: A,E

NEW QUESTION # 40

An energy company is an energy retailer with a global presence. They require a solution that can generate, redline, and manage contracts.

Which of the following Energy and Utilities Cloud solutions can be used?

- A. **Energy and Utilities Cloud - Contract Lifecycle Management**
- B. Energy and Utilities Cloud - Document Generation S
- C. Energy and Utilities Cloud - Configure Price Quote (CPQ)
- D. Energy and Utilities Cloud - Sales and Service

Answer: A

NEW QUESTION # 41

A utility company has seen a high number of calls from customers expressing their inability to pay an outstanding amount. The utility company would like to provide its customers with an option to pay in installments.

How can the utility company best meet these requests using Energy and Utilities Cloud?

- A. Use Revenue Cloud to easily accelerate cash collection with and support any charge type, sales order, or payment schedule.
- B. Consolidate product catalogs and price books and establish an automated process across the entire revenue lifecycle.
- C. Work with an external debt collection agency to ensure customers pay their outstanding amount.
- D. Use the **Create Payment Plan** action in the **Contact Center Console**.

Answer: D

NEW QUESTION # 42

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