

AP-207 Exam Guide - AP-207 Study Tools & AP-207 Exam Torrent

PSYC 207 - Exam 2 Study Guide (Detailed Answers)

Surveys (Ch. 6, pgs. 152-166)

Question Formats

• Open-ended questions: Allow respondents to answer in their own words. Pros: Rich, detailed data; can reveal unexpected insights. Cons: Difficult to code or analyze statistically; may lead to irrelevant or incomplete answers.

• Forced-choice questions: Participants select from fixed options. Pros: Easy to analyze and compare responses; reduces ambiguity. Cons: Limited depth; may not reflect true opinions if options are too restrictive.

• Likert scales: Participants indicate agreement with statements on a numerical scale (e.g., 1=Strongly disagree to 5=Strongly agree). Pros: Measures degree of attitude; easy to analyze quantitatively. Cons: Prone to response biases like acquiescence or central tendency (fence-sitting).

• Semantic differential scales: Participants rate a concept using bipolar adjectives (e.g., 'pleasant-unpleasant'). Pros: Captures connotative meaning; flexible. Cons: Interpretation of adjectives can vary among individuals.

Common Issues with Survey Questions

• Leading questions: Suggest a particular answer. Example: 'How great was your experience?' - Biased wording can influence responses.

• Double-barreled questions: Ask about two issues at once, making answers unclear. Example: 'Do you enjoy and feel challenged by your work?'

• Negatively worded questions: Complex phrasing can confuse respondents (e.g., 'I don't dislike the product'). Avoid double negatives.

Question Order Effects: Earlier questions can prime later answers. Randomizing question order helps minimize bias.

Response Sets: Patterns of answering without considering content. • Acquiescence - tendency to agree with all statements. • Fence-sitting - choosing neutral options to avoid taking sides.

Dealing with Socially Desirable Responding: • Marlowe-Crowne Social Desirability Scale can detect it. • Use implicit measures (like reaction time tasks) to assess attitudes indirectly.

Nisbett & Wilson (1977): Found that people can report how they feel but are poor at explaining why. Self-reports reflect conscious feelings, not always accurate introspection.

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Salesforce AP-207 Exam Syllabus Topics:

Section	Weight	Objectives
Solution Design	36%	- Architecture and Design 1. Map Energy and Utilities Cloud components to current architecture 2. Validate data model fitment 3. Understand deployment tools and best practices 4. Determine organizational security and data access considerations 5. Design future state business processes 6. Define future state architecture

Discovery	13%	- Business Needs Analysis 1. Document customer business needs and desired outcomes 2. Understand current state architecture 3. Align stakeholder requirements 4. Identify gaps between current processes and Energy and Utilities Cloud capabilities 5. Analyze current state processes and user journeys
Test and Deploy Energy and Utilities Cloud Applications and Solutions	13%	- Testing and Deployment 1. Create deployment plans 2. Identify deployment stakeholders 3. Manage UAT milestones 4. Support go-live activities 5. Execute user acceptance testing 6. Validate Salesforce core and Vlocity components
Implementation	38%	- Platform Configuration 1. Perform initial Salesforce and Energy and Utilities Cloud setup 2. Implement post-sales processes 3. Configure products and pricing 4. Integrate third-party systems 5. Configure licenses and access 6. Enable order capture and contract management 7. Execute data migration

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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q68-Q73):

NEW QUESTION # 68

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

- A. Technical connection details for the billing system
- B. Project team roles and responsibilities
- C. A high-level object map of the entities and fields used by the billing system
- 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: C,E

NEW QUESTION # 69

An energy customer has purchased a new home and needs to transfer their service.
Which object needs a new record created to track service at the new location?

- A. An account record with record type Service Aggregator
- B. An account record with record type Consumer
- C. An account record with record type Billing
- D. An account record with record type Service

Answer: D

NEW QUESTION # 70

An energy company offers multiple products to its industrial and commercial customers. They need to create a quote for a customer for multiple sites.

How would a consultant meet this business requirement?

- A. Create a multi-site quote, add members to the quote, and add products for each site
- B. Create a Master quote, create group(s). add the quote group members, add products, and apply to the group.
- C. Create an opportunity, add products to it. then submit it to the MultiAppHandler class
- D. Create quotes for each individual site and add products, then run multi-site batch jobs.

Answer: B

Explanation:

For a consultant to meet the business requirement of creating a quote for a customer with multiple sites, the most efficient approach within Salesforce Energy and Utilities Cloud is to create a Master quote and then organize the products and services by site using groups within the quote. This method allows the consultant to manage the complexities of multi-site quotes systematically, ensuring that each site's specific needs are addressed within a single, overarching quote structure, thereby streamlining the quoting process for complex customer scenarios. Reference = Salesforce documentation on CPQ and quoting best practices outlines the process of creating Master quotes and utilizing groups to manage complex quoting scenarios, such as quotes for customers with multiple sites: https://help.salesforce.com/articleView?id=cpq_quotes.htm&type=5

NEW QUESTION # 71

Which are the two essential deployment steps for migrating Utilities Self Serve Portal from one org to another?

Choose 2 answers

- A. Select Self-Serve Portal components from the Energy and Utilities Cloud industry Process Library.
- B. Create customer community user profiles for the Utilities self-serve portal.
- C. Create an Experience cloud site to set up a sample digital experience site on your target org.
- D. Set up Utilities self-serve templates on your target org.

Answer: C,D

NEW QUESTION # 72

An energy company provides electricity to business customers. There are several cost components for electricity.

How would a consultant model these cost components in Energy and Utilities Cloud?

- A. Create child products for each cost component.
- B. Create custom fields on the line item object for each cost component.
- C. Create one child product for all cost components.
- D. Create different pricing elements for each cost component.

Answer: D

NEW QUESTION # 73

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