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

NEW QUESTION # 18

An energy company has decided to keep the latest customer invoice in Energy and Utilities Cloud to improve performance. Which object is used to store this data?

- **A. Bill**
- B. Statement
- C. Service Account
- D. Account

Answer: A

Explanation:

In Salesforce Energy and Utilities Cloud, the object used to store the latest customer invoice information is the Bill object. This object is specifically designed to handle billing information related to the services provided by energy and utility companies. By storing invoice data in the Bill object, energy companies can efficiently manage and access billing records, enhancing performance by ensuring that crucial financial data is organized and easily retrievable within the system. Reference = The Salesforce Energy and Utilities Cloud documentation provides details on the data model, including the use of the Bill object to store customer billing information, reflecting industry-specific data management needs: https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 19

An administrator for an energy company recently built a new FlexCard that shows whether a customer is enrolled in autopay. How can the administrator put the new FlexCard in the Energy and Utilities Cloud Contact Center Console?

- **A. Edit the Lightning Record or App Builder and place the FlexCard LIC onto the page.**
- B. Create a Lightning Web Component wrapper for the FlexCard and add it onto the page.
- C. Create a VisualForce Page wrapper for the FlexCard and add it onto the page.
- D. Open the object's page layout and add the FlexCard LWC ante the layout.

Answer: A

NEW QUESTION # 20

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 EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntime82CSalesCustomerCommunityUser sample permission set to customer community users.**
- B. The Customer Acquisition Management application cannot support unauthenticated self-serve portal users.
- C. A consultant should create new permission sets to grant appropriate access to all required objects.
- D. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.

Answer: A

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 # 21

A customer has enabled integration between the Energy and Utilities Contact Center Console and Salesforce Field Service (SF5). When a customer calls for a service appointment, what two prerequisite steps must an agent complete before creating the appointment?

Choose 2 answers

- A. Confirm customer entitlements for field service appointments.
- B. Check available field service time slots for the week.
- C. Accurately confirm and verify customer details.
- D. See a list of all service and work types available in the system.

Answer: A,C

NEW QUESTION # 22

An Administrator needs help generating an accurate report to identify the average response time to installing new electricity connections.

What two elements need to be defined during the discovery phase of the implementation?

- A. Define the data to be migrated for the customer's connections process
- B. Define the metrics to measure the customer's new connections process.
- C. Define the business stakeholders for the customer's new connections process.
- D. Identify the data sources to generate the customer's new connections reports and dashboards

Answer: B,D

Explanation:

During the discovery phase of implementing Salesforce Energy and Utilities Cloud, focusing on generating an accurate report for the average response time to installing new electricity connections, two critical elements need to be defined. Firstly, identifying the data sources is essential for generating comprehensive customer new connections reports and dashboards. These data sources could include service request records, installation records, and any other related datasets that capture the timeline from request to connection establishment. Secondly, defining the metrics to measure the process is crucial. Metrics might include average response time, number of installations completed within a target time frame, and customer satisfaction levels post-connection. By focusing on these elements, an organization can ensure that they are capturing and evaluating the right data to improve and report on their new connections process effectively.

Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of understanding the customer lifecycle and enhancing operational efficiency through accurate data management and metric evaluation. Specific references to setting up reports and dashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

NEW QUESTION # 23

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