

Vce Energy-and-Utilities-Cloud Format | Reliable Energy-and-Utilities-Cloud Test Syllabus



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Salesforce Energy-and-Utilities-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	• Implementation: The topic assesses the ability to configure Energy and Utilities Cloud to meet business models, manage licenses, set up order capture, and enable post-sales processes. It also measures proficiency in executing data migration, integrating third-party systems, and deploying relevant components.

Topic 2	• Solution Design: Solution design evaluates expertise in mapping Energy and Utilities Cloud components to current architectures and crafting future state designs that fulfill business and data model requirements. Energy and Utilities Cloud professionals must demonstrate the ability to define architecture, processes, and security considerations while leveraging deployment tools.
Topic 3	• Discovery: Mastering discovery ensures proficiency of Energy and Utilities Cloud professionals in understanding and documenting customer needs, aligning stakeholder requirements, and analyzing current business processes for Energy and Utilities Cloud solutions. This foundational topic measures the ability to identify gaps in processes and architecture compared to standard product capabilities.
Topic 4	• Test and Deploy Energy and Utilities Cloud Applications and Solutions: This topic evaluates the capacity of Energy and Utilities Cloud professionals to outline and execute a deployment plan that integrates Salesforce core and Vlocity components. Mastery includes validating processes, enabling user testing, and managing UAT milestones.

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Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q69-Q74):

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

Answer: D

NEW QUESTION # 70

A consultant is facilitating their first requirements gathering session with an energy company in the initial stages of an Energy and Utilities Cloud project and is trying to get clarify on business requirements. The decision will impact numerous contractor organizations that employ the technicians, so the solution should ensure work is distributed fairly and consistently. Which two approaches can the consultant take to achieve a consensus while building trust?

- **A. Propose compromises between stakeholders that could result in collective positive outcomes.**
- B. Demonstrate expertise right away to achieve the fastest stakeholder agreement
- **C. Ask probing questions to understand and document the needs of all stakeholders.**
- D. Focus primarily on the contractor organization's concerns.

Answer: A,C

Explanation:

In the context of facilitating a requirements gathering session for an Energy and Utilities Cloud project with multiple stakeholders, the consultant should aim to build consensus and trust by proposing compromises that could lead to collective positive outcomes and by asking probing questions to understand and document the needs of all stakeholders. This approach ensures that the consultant

acknowledges and addresses the concerns and requirements of each party involved, promoting a collaborative environment where solutions are developed with the collective best interest in mind. References= The Salesforce Energy and Utilities Cloud documentation on stakeholder engagement and requirements gathering emphasizes the importance of understanding stakeholder needs and finding common ground through effective communication strategies:<https://www.salesforce.com/products/industries/energy-and-utilities/resources/>

NEW QUESTION # 71

A call center agent uses the Energy and Utilities Contact Center Console to schedule a field technician appointment for a customer. What license is needed to complete this customer requirement?

- A. Salesforce Field Service license
- **B. Energy and Utilities Base Service license**
- C. Salesforce Contact Center license
- D. Salesforce Service Console license

Answer: B

Explanation:

To schedule a field technician appointment using the Energy and Utilities Contact Center Console, the call center agent requires the Energy and Utilities Base Service license. This specific license grants access to the functionalities and features within the Energy and Utilities Cloud, including the ability to schedule appointments and manage field service operations directly from the Contact Center Console. It's tailored to meet the unique requirements of energy and utility companies, providing the necessary tools to support customer service and field service coordination. References= The Salesforce Energy and Utilities Cloud documentation details the licensing requirements for using the platform, including the need for the Energy and Utilities Base Service license for call center agents performing tasks such as scheduling field technician appointments:<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 72

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

Answer: C,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.

References = 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 # 73

An energy company was recently onboarded on Energy and Utilities Cloud. They want to launch a customer service portal that provides customers with a 360-degree view of their energy and utility accounts and includes guided processes for common actions. Which Energy and Utilities Cloud application should they use?

- A. Customer Acquisition Management
- B. Energy and Utilities Contact Center Console
- **C. Utility Self-Serve Portal**
- D. Experience Self-Serve Portal

Answer: C

NEW QUESTION # 74

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