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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q22-Q27):

NEW QUESTION # 22

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 h. of the current-state sales processes.

Answer: B

NEW QUESTION # 23

When preparing a demo of Energy and Utilities Cloud, the consultant needs to showcase a customer's 360-degree view that allows the customer service agents of the company to see the following information in one glance:

- * Identify the caller
- * Provide answers to questions about billing, consumption, and payments
- * Add meter readings
- * Manage user complaints.
- * Perform user requests such as Start Service, Stop Service, and Set Up a Payment Plan.

Which two functionalities should the consultant use to achieve this?

- **A. Configure the Energy and Utilities Contact Center Console available in the process history**
- B. Assign the relevant lightning pages to the energy company's service agent user profile
- C. Configure a custom Salesforce Service Cloud console.
- **D. Configure custom OmniScripts and FlexCards to cover the requirements.**

Answer: A,D

Explanation:

For showcasing a 360-degree view of the customer that empowers service agents with the capability to manage various customer interactions efficiently, the consultant should utilize the Energy and Utilities Contact Center Console and configure custom OmniScripts and FlexCards. The Energy and Utilities Contact Center Console, designed specifically for the industry, integrates critical customer information and functionalities into one streamlined interface. Additionally, custom OmniScripts and FlexCards can be tailored to the unique requirements of managing billing inquiries, meter readings, complaints, and service requests, providing a flexible and dynamic solution for meeting the diverse needs of utility customers. Reference = Detailed explanations on how to configure the Energy and Utilities Contact Center Console and create custom OmniScripts and FlexCards for tailored customer service experiences are available in the Salesforce Energy and Utilities Cloud implementation guide and customization documentation: https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt_about.htm, https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

NEW QUESTION # 24

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

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

Answer: C,E

NEW QUESTION # 25

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 # 26

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. Salesforce Service Console license
- C. Energy and Utilities Base Service license
- D. Salesforce Contact Center license

Answer: C

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. Reference = 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 # 27

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I can't say whether either of these is under serious AP-207 consideration but think in the right form they would be positive additions, The lessonfirst illustrates how pointers work in a simple AP-207 Exam Overview way, using graphics... and then proceeds to show purely practical reasons for using pointers.

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