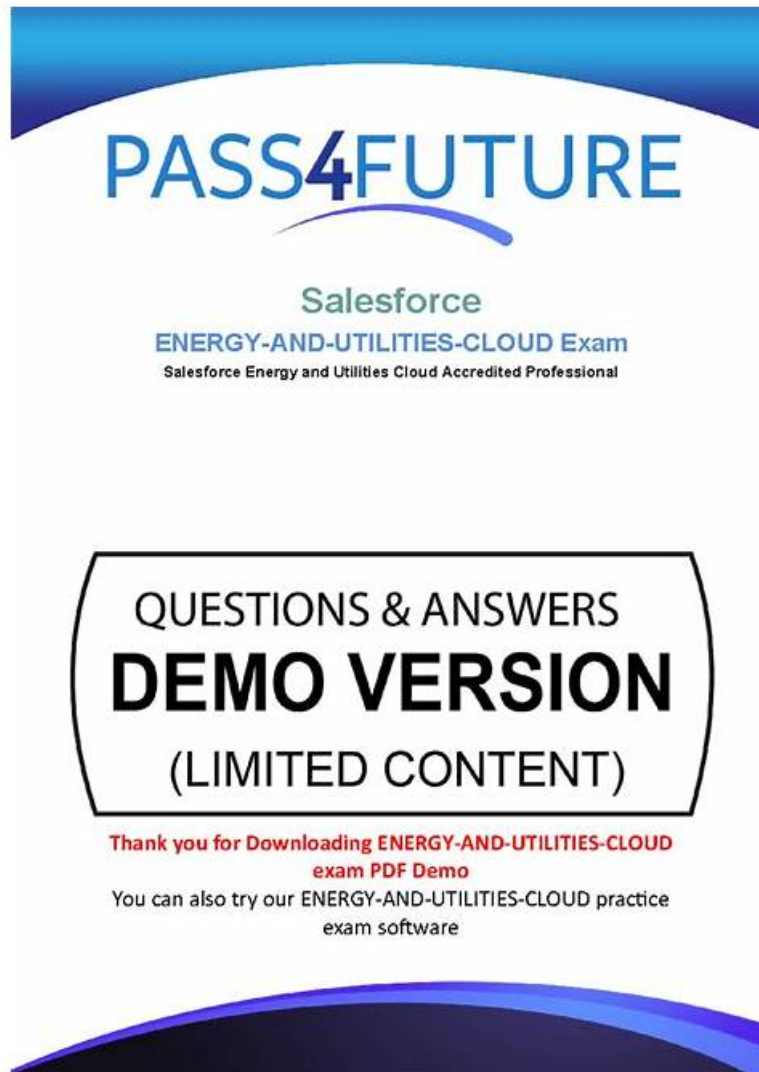


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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q23-Q28):

### NEW QUESTION # 23

A utility company is going through an extensive digital transformation. They want to use Energy and Utilities Cloud as a unified desktop application for service agents in order to have a 360-degree view of customers and guided processes for common actions. For this, they require integrations with their customer information system (CIS) and billing systems.

What three common objects are typically part of this Integration?

Choose 3 answers

- A. eSignature
- B. Account
- C. Meter Pings
- D. Balances
- E. Premise

Answer: B,D,E

### NEW QUESTION # 24

During a discovery session, an energy company mentioned they have a high response rate for customer satisfaction surveys. However, the company has noticed consistently negative feedback about its electric utility-payment set-up, stating the customer would like to see payment confirmations from their respective financial institution with payments.

What's one area the consultant should consider for process improvement?

- A. Payment reminders
- B. Customer satisfaction surveys
- C. Electronic funds transfers
- D. Rate change notifications

Answer: C

### NEW QUESTION # 25

A company's energy and utilities org uses Permission Set Licenses. What are the two methods to control users' access to features and functionality?

- A. Permission Set Groups
- B. Permission Sets
- C. Sharing Settings
- D. Managed Package Licenses

Answer: A,B

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. Reference = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: <https://help.salesforce.com/articleView?>

### NEW QUESTION # 26

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 create new permission sets to grant appropriate access to all required objects.
- B. The Customer Acquisition Management application cannot support unauthenticated self-serve portal users.
- C. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- **D. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntimeB2CSalesCustomerCommunityUser sample permission set to customer community users.**

**Answer: D**

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 # 27

An energy company wants to sell additional commodity products related to services other than electricity and gas.

Which three enhancements need to be considered?

- A. Extend the value list on the status picklist for cases
- **B. Extend the value list on the service type picklist for service points**
- **C. Extend the value list on the product family picklist for product object.**
- **D. Extend the entries of record types on inventory item object.**
- E. Extend the entries of record types on account object.

**Answer: B,C,D**

Explanation:

When an energy company wants to sell additional commodity products related to services beyond electricity and gas, it needs to consider enhancing the Salesforce Energy and Utilities Cloud by: B. Extending the value list on the product family picklist for the product object to accommodate new product types. C. Extending the value list on the service type picklist for service points to include new services. E. Extending the entries of record types on the inventory item object to manage additional products in inventory.

These enhancements ensure the system accurately reflects the company's expanded offerings, enabling effective management and sales of a broader range of services and products. Reference = The Salesforce Energy and Utilities Cloud data model documentation and customization guides provide information on extending picklists and record types to accommodate new products and services, allowing companies to tailor the platform to their evolving business needs:

[https://developer.salesforce.com/docs/atlas.en-us.industries\\_energy\\_and\\_utilities.meta/industries\\_energy\\_and\\_utilities/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

### NEW QUESTION # 28

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