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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

A customer has recently installed Energy and Utilities Cloud Which specific license enables an energy company's partners to access applications via a web portal?

- A. Energy and Utilities Base
- B. Energy and Utilities Base for Digital Experience Partner
- C. Energy and Utilities Base Service
- D. Energy and Utilities Cloud for Digital Experience User

Answer: B

Explanation:

The Energy and Utilities Cloud by Salesforce enables energy companies to connect with their partners through dedicated licenses that cater to digital experiences. The "Energy and Utilities Base for Digital Experience Partner" license is specifically designed for partner users who need access to applications via a web portal. This license type provides the necessary access rights and functionalities tailored for partners, ensuring they can efficiently use the Energy and Utilities Cloud's resources in a collaborative environment tailored to the unique needs of energy sector partnerships.

Reference = The details about licensing and partner access can be found under the Salesforce Energy and Utilities Cloud documentation, specifically in the sections discussing user licensing and partner portal configurations. More comprehensive information is available on Salesforce's official resources and documentation regarding the Energy and Utilities Cloud product, focusing on configuration and user license management.

NEW QUESTION # 67

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

Answer: C,D

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?id=perm_sets_overview.htm&type=5

NEW QUESTION # 68

When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

- A. Billing related data
- B. Caserdated data
- C. Contact data
- D. Meter reading data

Answer: A,D

Explanation:

In the context of data mastery in Salesforce Energy and Utilities Cloud, certain types of data should remain mastered in the relevant legacy applications due to their specialized nature and the complexities involved in their management. These include: C. Meter Reading Data: Typically generated by systems dedicated to capturing and processing readings from energy meters. This data is central to billing and consumption analysis and often requires specialized systems to manage. D. Billing Related Data: Involves complex calculations, tariff management, and financial transactions. Legacy billing systems are usually deeply integrated with financial management processes and may be subject to regulatory compliance requirements. Keeping these data types mastered in their respective legacy systems while integrating them with Salesforce for visibility and customer service can offer the best balance of specialized control and comprehensive customer management. Reference = Salesforce Energy and Utilities Cloud documentation often discusses integration strategies for legacy systems, particularly for critical and complex data types like meter readings and billing information, highlighting best practices for achieving a comprehensive view of customer data:

NEW QUESTION # 69

An energy company urgently needs to replace its current customer information system (CIS). The current system is at end-of-life and unsupported. Because the cost to replace the CIS is so high, executives contemplate putting all other projects on hold. This would delay the planned Energy and Utilities Cloud implementation. The executive committee asks a consultant for a recommended, cost-effective approach to maximize the return on investment.

Which two courses of action should the consultant recommend?

- A. Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
- B. First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a q middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.
- C. Cancel the Energy and Utilities Cloud implementation and replace the CIS. because modern CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.
- D. To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.

Answer: A,B

Explanation:

These recommended actions provide a strategic approach to maximize return on investment while addressing urgent system replacement needs. Implementing Energy and Utilities Cloud alongside a new cloud-based billing system offers a modernized, scalable solution that enhances operational efficiency. Alternatively, integrating Energy and Utilities Cloud with the existing CIS via middleware allows for immediate enhancements in utility operations with the flexibility to upgrade the CIS subsequently. This phased approach reduces disruption and spreads out capital expenditures over time, aligning with strategic financial planning and ensuring continuity of service.

Reference = Best practices for implementing Salesforce Energy and Utilities Cloud alongside other critical IT systems are covered in Salesforce's strategic implementation guides, providing a framework for decision-making that balances immediate needs with long-term strategic goals.

<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 70

An energy company provides gas and electricity services to some of its customers, but not all. When a new customer moves in, what object is used to determine what type of service is available at the premise?

- A. Asset
- B. Meter
- C. Account
- D. Service Point

Answer: D

Explanation:

In Salesforce Energy and Utilities Cloud, the Service Point object is used to determine the type of service available at a premise. This object represents a physical location where utility services are delivered, such as electricity or gas. By associating service points with specific types of utility services, energy companies can effectively manage and track the availability of different services for new and existing customers. This enables precise and efficient service provisioning, ensuring that customers receive the appropriate utility services based on their location and service point characteristics. Reference = The Salesforce Energy and Utilities Cloud documentation provides detailed information on the data model, including the role of the Service Point object in managing utility service delivery and availability: https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 71

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