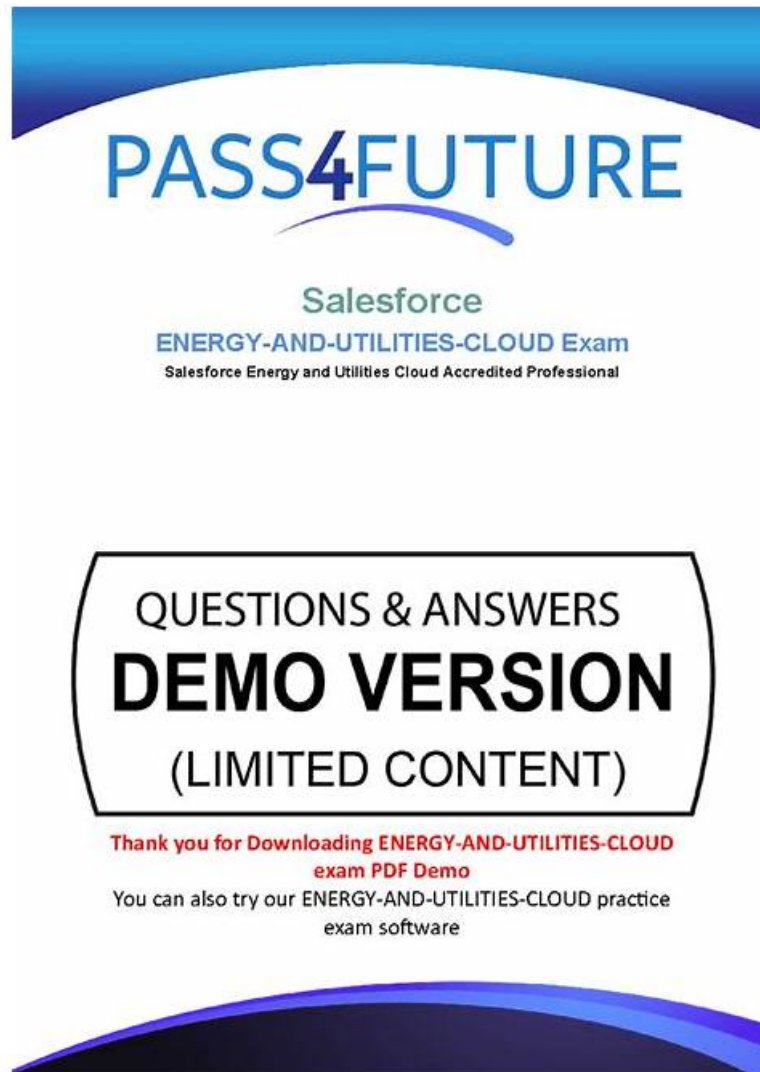


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q39-Q44):

NEW QUESTION # 39

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

Answer: B,C

NEW QUESTION # 40

An energy company generates all new contracts through the Contract Lifecycle Management solution Salesforce Industries. After a demo, the manager is very interested in using the redlining online doc feature and the reusing clauses library.

According to the manager's expectations, which template type should the developer choose to generate new contracts?

- A. The Velocity Web Template
- B. POF Template
- C. The Microsoft Word Document Template
- D. JSON Based Document Template

Answer: C

NEW QUESTION # 41

An energy company is looking to track relationships with their electricity and gas business-to-consumer (B2C) subscribers and differentiate them from their business-to-business (B2B) corporate accounts.

Which two functionalities should the energy and utilities consultant use for the customer data model?

- A. Use the Account Contact Relation object
- B. Use the Consumer Account record type
- C. Use Contacts just for B2B scenarios.
- D. Enable Person Accounts to model consumers.

Answer: B,D

Explanation:

To track relationships with electricity and gas B2C subscribers and differentiate them from B2B corporate accounts effectively, consultants should utilize two specific functionalities within Salesforce Energy and Utilities Cloud. The first is enabling Person Accounts to model consumers. Person Accounts are ideal for B2C scenarios because they allow for the representation of individual consumers in a manner that's separate from the more complex B2B corporate accounts, which are typically modeled using standard Account records. Secondly, using the Consumer Account record type can further differentiate between these two distinct types of customers. This functionality allows for the customization of fields, page layouts, and processes specific to the consumer sector, facilitating more targeted management and engagement strategies.

Reference = The Salesforce Energy and Utilities Cloud documentation offers guidance on configuring the customer data model to support diverse customer types, including B2B and B2C. Specific sections on Account and Contact Management provide insights into the use of Person Accounts and record types for segmenting and managing customer relationships effectively.

NEW QUESTION # 42

An energy company provides gas, electricity, and warranty services to its customers. When a customer calls for help, the agent needs to see the products and services they have purchased.

Which object does the Energy and Utilities Cloud data model use to store this information?

- A. Asset

- B. Account
- C. Premise
- D. Contract

Answer: B

NEW QUESTION # 43

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

Answer: D

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 # 44

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