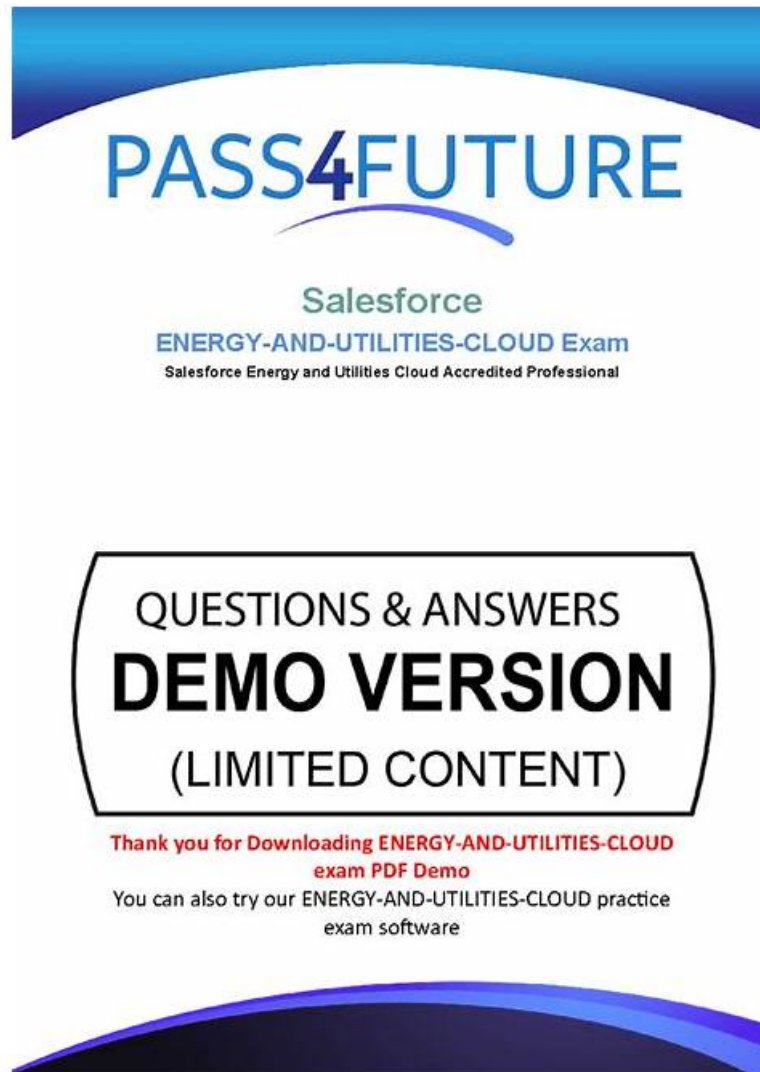


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

An implementation team has requested an org containing the Energy and Utilities Cloud Large Account Sales Management application. After working with the app, they determine that they need the functionality of the homepage for agents and team leaders. How does the team get the required components into their development environment?

- A. The team should request the Energy and Utilities Cloud engineering team to deploy the necessary components into the project development environment.
- **B. The team should follow the documentation and migrate the required components into the* development environment.**
- C. The team should take a look at the application code, and then go and re-type the code into their development environment.
- D. The team needs to copy and paste the required components from their trial environment into their development environment.

Answer: B

Explanation:

When the implementation team requires specific components from the Energy and Utilities Cloud Large Account Sales Management application in their development environment, the recommended approach is to follow the Salesforce documentation on migrating components. This process involves identifying the necessary components and utilizing Salesforce's deployment tools (such as change sets or the Salesforce CLI) to move them from one environment to another. This method ensures a controlled and systematic approach to customization and development, aligning with Salesforce's best practices for environment management and application development. Reference = Salesforce documentation provides extensive guides on environment management and the migration of components between environments. This includes using deployment tools and following best practices to ensure seamless and efficient development processes: https://developer.salesforce.com/docs/atlas.en-us.dev_lifecycle.meta/dev_lifecycle/

NEW QUESTION # 20

Having completed discovery and solution design, and as the project team moves into the implementation phase, what should be the first step in the build process?

- A. Start evaluating products and offerings from as many third-party suppliers as possible.
- **B. Select the Energy and Utilities Cloud applications that best meet the company's needs**
- C. install Salesforce Service Cloud and start building custom objects and APEX classes.
- D. Immediately start building the solution in their favorite technology.

Answer: B

Explanation:

As the project team transitions from the discovery and solution design phase to implementation, the first step in the build process should be selecting the Energy and Utilities Cloud applications that best align with the company's specific needs. This step ensures that the foundation of the project is based on applications that directly address the identified business requirements and goals, enabling a more targeted and effective implementation strategy. Starting with a clear selection of the appropriate Energy and Utilities Cloud applications allows for focused development efforts and maximizes the efficiency of the project team. Reference = Salesforce Energy and Utilities Cloud documentation outlines the importance of selecting the right applications as a critical initial step in the implementation process. This approach is supported by best practices in project management and implementation strategies for Salesforce solutions: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 21

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

Answer: B

NEW QUESTION # 22

An energy company is building a Customer 360 view for its call center agents. They start with the Energy and Utilities Cloud Contact Center Console but need to make modifications.

Which tools are primarily used to create and modify this console?

- A. Platform: Flows, Visual Force, Lightning Components, and Apex
- B. Custom Code: Lightning Web Components (LWC), Apex, and Visual Force pages
- **C. OmniStudio: OmniScript, FlexCards, DataRaptors, and Integration Procedures**
- D. Industries CPQ: Opportunity, Quote, and Order Management

Answer: C

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

Answer: A,B,D

NEW QUESTION # 24

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