

# AP-207 Test Sample Questions & New AP-207 Real Exam

## Basic Electronics Exam I

Name \_\_\_\_\_ Date \_\_\_\_\_

Read each of the following ten questions and choose the most correct answer from the four given. Circle the corresponding letter to the answer you choose. (Each correctly answered question is worth 2 points)

- 1) Ohm's Law deals with the equivalence between voltage, current, and resistance. What is the correct form of the equation that represents Ohm's Law?
  - a.  $I = V \times R$
  - b.  $V = I \times R$
  - c.  $R = V \times I$
  - d.  $P = V \times I$
- 2) Using an analogy of plumbing can be used to explain both the components and also how an electrical circuit works. Plumbing involves different sizes of pipes, water pressure, valves, and of course water. In this analogy water represents?
  - a. Electrons
  - b. Positrons
  - c. Photons
  - d. Neutrons
- 3) Using the same analogy of the preceding question, the water pressure represents?
  - a. Current
  - b. Voltage
  - c. Resistance
  - d. Power
- 4) There are two types of current commonly used today, AC and DC. What does DC represent?
  - a. Direct Current
  - b. Damage Control
  - c. Direct Correlation
  - d. Directional Container
- 5) What does AC represent?
  - a. Alternating Control
  - b. Alarm Check
  - c. Alias Chart
  - d. Alternating Current

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## New AP-207 Real Exam & AP-207 Official Cert Guide

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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

Energy and utility organizations are going through digital transformations that place a greater focus on customers and employees. Which three changes are disrupting the energy and utilities market?

- A. Capitalization of the cloud
- B. Removing the complexity from the business
- C. Customer expectations and values
- D. Digital first and work-from anywhere in real time
- E. Regulatory and technology changes

**Answer: C,D,E**

Explanation:

The energy and utilities market is currently experiencing significant disruption due to several factors. Regulatory and technology changes are at the forefront, with new policies and advancements in technology pushing companies towards more sustainable and efficient operations. Digital-first strategies and the capability to work from anywhere in real time are also transformative, as they allow for greater flexibility, improved customer service, and enhanced operational efficiency. Finally, changing customer expectations and values, particularly regarding sustainability, reliability, and personalized service, are influencing how energy and utilities companies operate. These disruptions require companies to adapt and innovate, leveraging digital transformation to meet evolving demands.

Reference = These insights are based on Salesforce's discussions on industry trends and challenges within the Energy and Utilities Cloud documentation and resources. Key topics include digital transformation, customer engagement, and adapting to regulatory changes. Salesforce's industry insights and trend analysis provide a comprehensive overview of these disruptions.

#### NEW QUESTION # 42

Which two considerations are important for defining the pattern for commodity multi-site external pricing integration for the purposes of quoting? Choose 2 answers

- A. Consider the algorithms used by the pricing and forecasting system to calculate the price.
- B. Consider how the pricing engine notifies you when the custom pricing and forecasting is complete.
- C. Consider if the pricing engine operates synchronously or asynchronously.
- D. Consider which stack the pricing and forecasting engine runs on (such as AWS, Heroku, or OPC).

**Answer: A,C**

#### NEW QUESTION # 43

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. To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
- C. First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.
- D. 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.

**Answer: A,C**

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 # 44

An energy company has implemented Energy and Utilities Cloud in its call center, and they're now considering extending Salesforce for their customer self-service portal.

What value would the Energy and Utilities Cloud Communities license provide compared to standard Salesforce Communities?

- A. Energy and Utilities Cloud provides the same data model and tools as the call center to build the self-service portal, but the components used in the call center cannot be reused
- B. Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex
- C. Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities' website
- D. Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make

**Answer: C**

Explanation:

implementations simple and easy

Explanation:

The Energy and Utilities Cloud Communities license provides significant value by extending the same data model, user interfaces, integrations, and processes used in the call center to the self-service portal built with Salesforce Communities. This ensures a consistent and integrated experience across customer service touchpoints, enabling customers to access personalized services, manage their accounts, and interact with the utility provider through a self-service portal that mirrors the functionality available to call center agents. Reference = Salesforce Energy and Utilities Cloud documentation on community portals and self-service highlights the ability to extend call center capabilities to customer self-service platforms, providing a cohesive and efficient customer experience:

<https://www.salesforce.com/products/community-cloud/industries/energy-utilities/>

#### NEW QUESTION # 45

Which three features are included in the Energy and Utilities Cloud Console?

- A. Rate Comparison
- B. Configuration options with significant coding
- C. Customer 360 view
- D. Multiple tabs, such as Overview, Billing, and Usage
- E. Customer Story

**Answer: A,C,D**

Explanation:

The Energy and Utilities Cloud Console is designed to provide a comprehensive, integrated view of customer data and utility-specific operations. Features like Multiple tabs, including Overview, Billing, and Usage, enable users to access various aspects of customer information and service details from a single interface. The Rate Comparison feature allows for the comparison of different energy rates directly within the console, facilitating better customer service and engagement. The Customer 360 view offers a holistic overview of the customer's interactions, services, and preferences, providing valuable insights that drive personalized customer interactions and improved service delivery.

Reference = Salesforce Energy and Utilities Cloud documentation highlights these features as part of the console's capabilities, emphasizing the enhancement of user experience and operational efficiency through integrated views and functionalities.

#### NEW QUESTION # 46

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