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If you're looking to advance your career, passing the Salesforce AP-207 Certification Exam is crucial. As with any certification exam, success requires time and effort. While there are many online study materials available, not all of them are accurate or reliable. Many professionals struggle with managing their time and studying effectively, making it difficult to pass the Energy and Utilities Cloud Accredited Professional (AP-207) Exam.

Web-based Energy and Utilities Cloud Accredited Professional (AP-207) practice exam is a convenient format to evaluate and improve preparation for the exam. It is a AP-207 browser-based application, which means you can access it from any operating system with an internet connection and a web browser. Unlike the desktop-based exam simulation software, the Energy and Utilities Cloud Accredited Professional (AP-207) browser-based practice test requires no plugins and software installation.

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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q16-Q21):

### NEW QUESTION # 16

When preparing a demo of Energy and Utilities Cloud, the consultant needs to showcase a customer's 360-degree view that allows the customer service agents of the company to see the following information in one glance:

- \* Identify the caller
- \* Provide answers to questions about billing, consumption, and payments
- \* Add meter readings
- \* Manage user complaints.
- \* Perform user requests such as Start Service, Stop Service, and Set Up a Payment Plan.

Which two functionalities should the consultant use to achieve this?

- A. Configure a custom Salesforce Service Cloud console.
- B. Configure custom OmniScripts and FlexCards to cover the requirements.
- C. Assign the relevant lightning pages to the energy company's service agent user profile

- **D. Configure the Energy and Utilities Contact Center Console available in the process history**

**Answer: B,D**

Explanation:

For showcasing a 360-degree view of the customer that empowers service agents with the capability to manage various customer interactions efficiently, the consultant should utilize the Energy and Utilities Contact Center Console and configure custom OmniScripts and FlexCards. The Energy and Utilities Contact Center Console, designed specifically for the industry, integrates critical customer information and functionalities into one streamlined interface. Additionally, custom OmniScripts and FlexCards can be tailored to the unique requirements of managing billing inquiries, meter readings, complaints, and service requests, providing a flexible and dynamic solution for meeting the diverse needs of utility customers. Reference = Detailed explanations on how to configure the Energy and Utilities Contact Center Console and create custom OmniScripts and FlexCards for tailored customer service experiences are available in the Salesforce Energy and Utilities Cloud implementation guide and customization documentation: [https://developer.salesforce.com/docs/atlas.en-us.omniscrypt\\_developer\\_guide.meta/omniscrypt\\_developer\\_guide/omniscrypt\\_about.htm](https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt_about.htm), [https://help.salesforce.com/articleView?id=flexcards\\_considerations.htm&type=5](https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5)

#### NEW QUESTION # 17

A customer is ready to migrate and deploy large volumes of configuration components as part of production deployment. Which two tools support this deployment?

Choose 2 answers

- **A. Velocity Build Tool**
- B. Velocity Installation Assistant
- C. Big Objects Manager
- **D. IDX Workbench**

**Answer: A,D**

#### NEW QUESTION # 18

A utility company has seen a high number of calls from customers expressing their inability to pay an outstanding amount. The utility company would like to provide its customers with an option to pay in installments.

How can the utility company best meet these requests using Energy and Utilities Cloud?

- **A. Use the Create Payment Plan action in the Contact Center Console.**
- B. Work with an external debt collection agency to ensure customers pay their outstanding amount.
- C. Consolidate product catalogs and price books and establish an automated process across the entire revenue lifecycle.
- D. Use Revenue Cloud to easily accelerate cash collection with and support any charge type, sales order, or payment schedule.

**Answer: A**

#### NEW QUESTION # 19

A customer is ready to install the managed package for Energy and Utilities Cloud.

Which two Product Schedules settings must be enabled for all products as a prerequisite step for a successful installation?

- A. Inventory Scheduling
- B. Revenue Scheduling
- **C. Quantity Scheduling**
- **D. Product Scheduling**

**Answer: C,D**

Explanation:

Prior to installing the managed package for Energy and Utilities Cloud, two critical Product Schedules settings must be enabled for all products to ensure a successful installation: Product Scheduling and Quantity Scheduling. These settings are prerequisite steps that enable the system to handle and manage the scheduling of products over time, crucial for the energy and utilities sector where products and services often have associated schedules for delivery, usage, and billing. Ensuring these settings are enabled allows for

the seamless integration and functionality of the Energy and Utilities Cloud package with the existing Salesforce environment. Reference = Salesforce's setup and installation guides for Energy and Utilities Cloud specifically mention the requirement to enable Product Scheduling and Quantity Scheduling as part of the preparation steps before package installation. This information can be found in the Salesforce Help documentation related to product schedules: [https://help.salesforce.com/articleView?id=products\\_schedules\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=products_schedules_overview.htm&type=5)

### NEW QUESTION # 20

A customer has finished development, which includes large volumes of data. They're ready to start UAT for their new Energy and Utilities Cloud implementation.

When should the performance tests be conducted as part of the overall UAT process?

- A. At least 3-4 weeks in advance, so there's sufficient time for the developers to fix bugs if necessary
- B. Performance tests should not be done as part of UAT; it should only focus on functional requirements.
- C. Just before the go-live, so the performance test does not alter the overall load on the system
- D. After the go-live, so the performance can be tracked directly in the production environment

**Answer: A**

### NEW QUESTION # 21

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