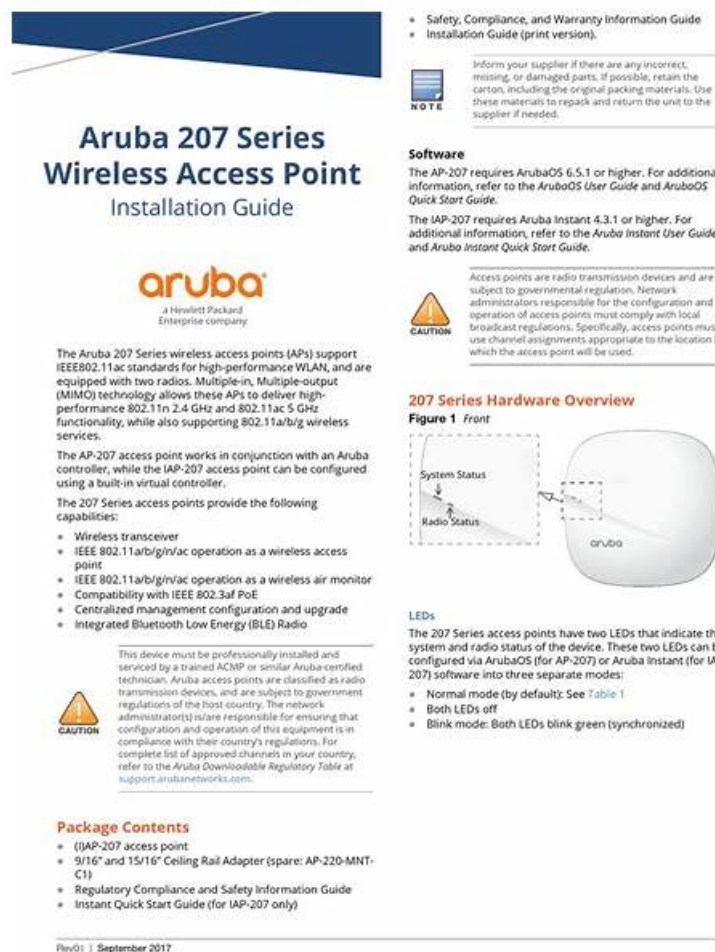


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q29-Q34):

NEW QUESTION # 29

A consultant is facilitating their first requirements gathering session with an energy company in the initial stages of an Energy and Utilities Cloud project and is trying to get clarify on business requirements. The decision will impact numerous contractor organizations that employ the technicians, so the solution should ensure work is distributed fairly and consistently. Which two approaches can the consultant take to achieve a consensus while building trust?

- A. Focus primarily on the contractor organization's concerns.
- B. Propose compromises between stakeholders that could result in collective positive outcomes.
- C. Ask probing questions to understand and document the needs of all stakeholders.
- D. Demonstrate expertise right away to achieve the fastest stakeholder agreement

Answer: B,C

Explanation:

In the context of facilitating a requirements gathering session for an Energy and Utilities Cloud project with multiple stakeholders, the consultant should aim to build consensus and trust by proposing compromises that could lead to collective positive outcomes and by asking probing questions to understand and document the needs of all stakeholders. This approach ensures that the consultant acknowledges and addresses the concerns and requirements of each party involved, promoting a collaborative environment where solutions are developed with the collective best interest in mind. Reference = The Salesforce Energy and Utilities Cloud documentation on stakeholder engagement and requirements gathering emphasizes the importance of understanding stakeholder needs and finding common ground through effective communication strategies:
<https://www.salesforce.com/products/industries/energy-and-utilities/resources/>

NEW QUESTION # 30

An energy company wants to send to its customers various types of communication via digital channels. Which is the preferred cloud that works in conjunction with Energy and Utilities Cloud to achieve mass communication?

- A. Service Cloud
- B. Sales Cloud
- C. Communications Cloud
- D. Marketing Cloud

Answer: D

Explanation:

Salesforce Marketing Cloud is the preferred solution for energy companies looking to send various types of communication via digital channels to their customers in conjunction with Energy and Utilities Cloud. Marketing Cloud provides a comprehensive suite of tools designed for mass communication, allowing for the creation, management, and delivery of personalized customer communications across multiple digital channels. This integration enhances customer engagement and satisfaction by delivering timely and relevant information. Reference = Salesforce Marketing Cloud documentation highlights its capabilities for mass communication and integration with other Salesforce products, including Energy and Utilities Cloud, to provide a unified platform for customer engagement: <https://www.salesforce.com/products/marketing-cloud/overview/>

NEW QUESTION # 31

An energy company implementing Energy and Utilities Cloud needs to generate a contract frame its proposals that include up to 100 line items, with its template already built in a DOCX file. According to the new company branding, custom fonts were used.

- A. Client-Side generation, as this doesn't have a high number of line items
- B. Client-Side generation, as Server-Side doesn't support DOCX templates
- C. Using the Contract Lifecycle Management, which Document Generation mechanism should the administrator recommend?
- D. Server-Side generation, as this has a high number of line items
- E. Server-Side generation, as Client-Side doesn't support custom fonts

Answer: A

NEW QUESTION # 32

An energy company is implementing the CPQ module of Energy and Utilities Cloud. The consultant set up the Advanced Rule on the Order with the Entity Filter type "Qualification." The filter selects the accounts with the condition CreatedDate < 365 days.

Which scenario should be executed during the testing phase?

- A. Test the product eligibility: The product will not be not available for accounts older that 365 days
- B. Test the account creation: Accounts younger than 365 days won't be qualified for creation.
- C. Test the account creation: Accounts older than 365 days will not be qualified for creation.
- **D. Test the order creation: Order can't be created for the account older than 365 days.**

Answer: D

NEW QUESTION # 33

An energy company wants to integrate its current Product Catalog legacy system with its Salesforce org. which uses Industries CPQ. In this API. all products require a Product type, which can be one of four values: Energy, Batteries. Measurement, or Solar Panels This information must be captured in Salesforce and be easily searchable in the org to be sent to the system. What is the recommended way to design it in Energy and Utilities Cloud?

- A. A picklist attribute can be configured and associated to each product individual