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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q27-Q32):

NEW QUESTION # 27

An existing Salesforce customer has built a data model with many custom objects for their call center operations. How can the customer use OmniStudio to improve the agent experience?

- A. OmniStudio can be used without leveraging the Energy and Utilities Cloud data model.
- B. The Energy and Utilities Cloud data model is required for OmniStudio.
- C. OmniStudio can be used with custom objects but will need to be migrated to the Energy and Utilities Cloud data model.
- D. Certain agents can use Energy and Utilities Cloud OmniStudio and Data Model, while other agents do not.

Answer: A

NEW QUESTION # 28

The implementation project has identified a need to retrieve and update data from the energy provider's legacy billing application. The customer is already a MuleSoft customer, but they also use middleware technology from another supplier. What approach should you recommend to build this integration to the legacy billing application?

- A. Start by defining APIs in both Salesforce and the legacy billing system, and then build custom Java code to implement a point-to-point integration.
- B. Go to AnyPoint Exchange and search for energy assets (to locate templates for previously built integrations with billing systems), and then enhance these assets.
- C. Recommend the introduction of another system's integration partner who specializes in building integrations from Salesforce to billing systems.
- D. Begin building a custom, point-to-point integration, including a whole new user interface and data model to mimic that of the legacy billing application.

Answer: B

Explanation:

When aiming to integrate Salesforce Energy and Utilities Cloud with a legacy billing application, especially when the customer is already using MuleSoft, leveraging existing assets from AnyPoint Exchange is a strategic approach. AnyPoint Exchange often contains templates and pre-built integration patterns that can significantly speed up the integration process by providing a starting point that is specifically tailored or easily adaptable to energy and utility industry needs. This method fosters efficiency and leverages community knowledge and previous successful implementations. Reference = MuleSoft's AnyPoint Exchange is a central repository for connectors, templates, and APIs. Its utility for Salesforce integrations, especially within the Energy and Utilities sector, is documented in MuleSoft's resources and guides on AnyPoint Platform: <https://www.mulesoft.com/exchange/>

NEW QUESTION # 29

An energy company runs utility-specific processes in the backend customer information system (CIS) and billing systems with minimal visibility to service agents. The company embarks on a multi-year digital transformation initiative to provide a Customer 360 view to its service agents.

What two licenses should be recommended and mapped in the future state architecture to align with the business vision?

- A. Energy and utility Base
- B. Service Cloud
- C. Configure Price Quote (CPQ)
- D. Contract Lifecycle Management (CLM)

Answer: A,B

Explanation:

For an energy company embarking on a digital transformation initiative to provide a 360-degree customer view to service agents, the recommended licenses are: A. Service Cloud: Essential for enabling service agents to manage customer interactions and service

requests efficiently, providing tools for case management, customer service analytics, and more. D. Energy and Utilities Base: Specifically tailored to the energy and utilities sector, this license provides access to industry-specific data models, workflows, and functionality designed to manage the complex needs of energy providers. Together, these licenses ensure that service agents have access to comprehensive customer information and the specialized tools needed to support the unique requirements of the energy and utilities sector. Reference = Salesforce Energy and Utilities Cloud documentation and Service Cloud resources detail the functionalities and benefits of these licenses, highlighting their role in supporting customer service and industry-specific processes: <https://www.salesforce.com/products/service-cloud/overview/>, <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 30

An energy company wants to sell additional commodity products related to services other than electricity and gas. Which three enhancements need to be considered?

- A. Extend the entries of record types on account object.
- B. Extend the entries of record types on inventory item object.
- C. Extend the value list on the service type picklist for service points
- D. Extend the value list on the status picklist for cases
- E. Extend the value list on the product family picklist for product object.

Answer: B,C,E

Explanation:

When an energy company wants to sell additional commodity products related to services beyond electricity and gas, it needs to consider enhancing the Salesforce Energy and Utilities Cloud by: B. Extending the value list on the product family picklist for the product object to accommodate new product types. C. Extending the value list on the service type picklist for service points to include new services. E. Extending the entries of record types on the inventory item object to manage additional products in inventory.

These enhancements ensure the system accurately reflects the company's expanded offerings, enabling effective management and sales of a broader range of services and products. Reference = The Salesforce Energy and Utilities Cloud data model documentation and customization guides provide information on extending picklists and record types to accommodate new products and services, allowing companies to tailor the platform to their evolving business needs:

https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 31

What can an administrator use to go through the post-installation steps before the Energy and Utilities Cloud solution can be used?

- A. The solution is ready to be used without any post-installation steps.
- B. Salesforce support will perform all steps required when the Energy and Utilities Cloud package is installed or upgraded.
- C. The Energy and Utilities Cloud online documentation outlines a series of Apex queries to run that will automate the post-installation steps.
- D. The Velocity Installation Assistant guides users through all the steps required to complete installation.

Answer: D

NEW QUESTION # 32

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