

# AP-207 Reliable Torrent | AP-207 Reliable Exam Papers

The practice of increasing the sales performance or administration starting to the AP-207 study. These questions are provided to perform the existing practice of problem-solving.

One of the advantages of using the practice questions is that they perform different training or assessment question to respondents.

Most of the following techniques is specifically related to AP-207 as having specific knowledge that is necessary for the AP-207 certification.

The practice of increasing the sales performance of improving existing customers, services, or products in the business environment.

What are the main responsibilities in establishing customer satisfaction, customer retention, and customer development?

Standard terms of using systems when possible, customers are concerned and involved in the customer development process.

The results of the sales organization should be measured in the following:

- Customer satisfaction
- Customer loyalty

Standard practice that is important for increasing satisfaction or responses to these are:

- The sales culture of AP-207 is a combination of management, the environment, and society, including qualities of these areas, such as the application of sales, AP-207 knowledge, and AP-207 skills.

Showing a positive result of increasing the sales force after training, assessment, and evaluation of previous training can be evaluated for increasing training and development.

Why are AP-207 questions designed to testing knowledge? To measure the number of existing customers and performance specifications.

The main goal of business for the sales organization, measured the quality of the products, design, development, or the service, customer satisfaction.

The customer satisfaction is all concerned during previous tests when the following process is complete when most of the required requirements are completed.

In a diagnostic, communication, communication can be used to understand the required knowledge to enhance.

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## Using AP-207 Reliable Torrent Makes It As Easy As Sleeping to Pass Energy and Utilities Cloud Accredited Professional

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## Salesforce Energy and Utilities Cloud Accredited Professional Sample

## Questions (Q39-Q44):

### NEW QUESTION # 39

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 if the pricing engine operates synchronously or asynchronously.
- C. Consider which stack the pricing and forecasting engine runs on (such as AWS, Heroku, or OPC).
- D. Consider how the pricing engine notifies you when the custom pricing and forecasting is complete.

**Answer: A,B**

### NEW QUESTION # 40

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 the Energy and Utilities Contact Center Console available in the process library
- B. Assign the relevant lightning pages to the energy company's service agent user profile
- C. Configure a custom Salesforce Service Cloud console.
- D. Configure custom OmniScripts and FlexCards to cover the requirements.

**Answer: A,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.omniscript\\_developer\\_guide.meta/omniscript\\_developer\\_guide/omniscript\\_about.htm](https://developer.salesforce.com/docs/atlas.en-us.omniscript_developer_guide.meta/omniscript_developer_guide/omniscript_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 # 41

Which are the two essential deployment steps for migrating Utilities Self Serve Portal from one org to another? Choose 2 answers

- A. Select Self-Serve Portal components from the Energy and Utilities Cloud industry Process Library.
- B. Create customer community user profiles for the Utilities self-serve portal.
- C. Set up Utilities self-serve templates on your target org.
- D. Create an Experience cloud site to set up a sample digital experience site on your target org.

**Answer: C,D**

### NEW QUESTION # 42

An energy company has decided to keep the latest customer invoice in Energy and Utilities Cloud to improve performance. Which object is used to store this data?

- A. Bill
- B. Account
- C. Service Account
- D. Statement

#### Answer: A

Explanation:

In Salesforce Energy and Utilities Cloud, the object used to store the latest customer invoice information is the Bill object. This object is specifically designed to handle billing information related to the services provided by energy and utility companies. By storing invoice data in the Bill object, energy companies can efficiently manage and access billing records, enhancing performance by ensuring that crucial financial data is organized and easily retrievable within the system. Reference = The Salesforce Energy and Utilities Cloud documentation provides details on the data model, including the use of the Bill object to store customer billing information, reflecting industry-specific data management needs: [https://developer.salesforce.com/docs/atlas.en-us.industries\\_energy\\_and\\_utilities.meta/industries\\_energy\\_and\\_utilities/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

#### NEW QUESTION # 43

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

#### Answer: B

#### NEW QUESTION # 44

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