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Salesforce Energy-and-Utilities-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Solution Design: Solution design evaluates expertise in mapping Energy and Utilities Cloud components to current architectures and crafting future state designs that fulfill business and data model requirements. Energy and Utilities Cloud professionals must demonstrate the ability to define architecture, processes, and security considerations while leveraging deployment tools.
Topic 2	<ul style="list-style-type: none">• Discovery: Mastering discovery ensures proficiency of Energy and Utilities Cloud professionals in understanding and documenting customer needs, aligning stakeholder requirements, and analyzing current business processes for Energy and Utilities Cloud solutions. This foundational topic measures the ability to identify gaps in processes and architecture compared to standard product capabilities.

Topic 3	<ul style="list-style-type: none"> • Implementation: The topic assesses the ability to configure Energy and Utilities Cloud to meet business models, manage licenses, set up order capture, and enable post-sales processes. It also measures proficiency in executing data migration, integrating third-party systems, and deploying relevant components.
Topic 4	<ul style="list-style-type: none"> • Test and Deploy Energy and Utilities Cloud Applications and Solutions: This topic evaluates the capacity of Energy and Utilities Cloud professionals to outline and execute a deployment plan that integrates Salesforce core and Vlocity components. Mastery includes validating processes, enabling user testing, and managing UAT milestones.

Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

Answer: C,D

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. References = 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/>

<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 27

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

Answer: A,B,D

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 # 28

When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

- A. Contact data
- B. Caserdated data
- C. Billing related data
- D. Meter reading data

Answer: C,D

Explanation:

In the context of data mastery in Salesforce Energy and Utilities Cloud, certain types of data should remain mastered in the relevant legacy applications due to their specialized nature and the complexities involved in their management. These include: C. Meter Reading Data : Typically generated by systems dedicated to capturing and processing readings from energy meters. This data is central to billing and consumption analysis and often requires specialized systems to manage. D. Billing Related Data : Involves complex calculations, tariff management, and financial transactions. Legacy billing systems are usually deeply integrated with financial management processes and may be subject to regulatory compliance requirements.

Keeping these data types mastered in their respective legacy systems while integrating them with Salesforce for visibility and customer service can offer the best balance of specialized control and comprehensive customer management. References = Salesforce Energy and Utilities Cloud documentation often discusses integration strategies for legacy systems, particularly for critical and complex data types like meter readings and billing information, highlighting best practices for achieving a comprehensive view of customer data:

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

NEW QUESTION # 29

An energy utility company is implementing the Customer Acquisition Management application. The application should support unauthenticated self-serve portal users.

What 's the preferred method to configure the application security to meet the requirement?

- A. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntime82CSalesCustomerCommunityUser sample permission set to customer community users.
- B. The Customer Acquisition Management application cannot support unauthenticated self serve portal users
- C. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- D. A consultant should create new permission sets to grant appropriate access to all required objects.

Answer: A

Explanation:

For the Customer Acquisition Management application to support unauthenticated self-serve portal users, the correct configuration of permission sets is crucial. The EnergyRuntimeB2CSales sample permission set designed for Guest User profiles enables unauthenticated users to interact with necessary parts of the application without compromising security or functionality. Additionally, the EnergyRuntimeB2CSalesCustomerCommunityUser permission set provides authenticated community users with appropriate access rights, ensuring a seamless user experience across both authenticated and unauthenticated scenarios.

References = The setup and configuration of these permission sets are discussed in the Salesforce Energy and Utilities Cloud security and user management documentation, ensuring applications like Customer Acquisition Management are accessible yet secure.

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. Sales Cloud
- B. Service 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

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