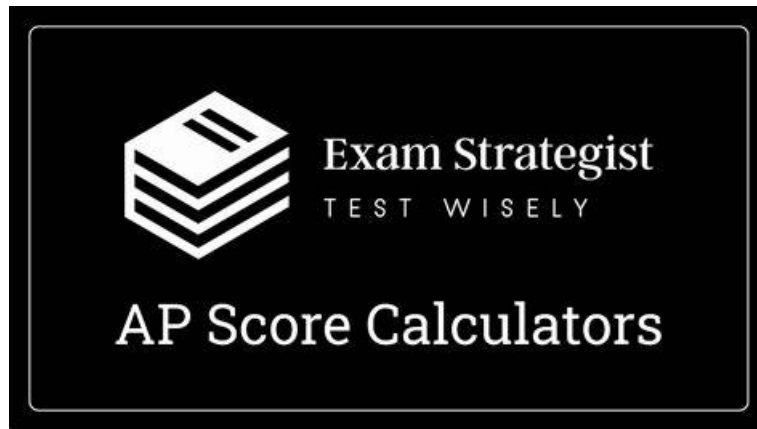


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Salesforce AP-207 Exam Syllabus Topics:

Section	Objectives
Integration and Data Management	- Data management • 1. Data quality and governance basics • 2. Data model alignment - System integration concepts • 1. External system connectivity • 2. API-based integration
Salesforce Energy & Utilities Cloud Capabilities	- Core platform capabilities • 1. Energy and Utilities Cloud features • 2. Industry data model concepts - Asset and service management • 1. Asset tracking and lifecycle management • 2. Work orders and field service concepts

Customer Engagement and Experience	- Customer service operations • 1. Case management in utilities • 2. Omni-channel support concepts - Digital customer experience • 1. Self-service portals • 2. Customer communication flows
Energy and Utilities Industry Fundamentals	- Energy and utilities business processes • 1. Utility operations overview • 2. Customer lifecycle in utilities
Metering, Billing, and Usage Management	- Meter data handling • 1. Consumption tracking • 2. Usage data ingestion concepts - Billing processes • 1. Billing workflows overview • 2. Rate and tariff concepts

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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q31-Q36):

NEW QUESTION # 31

Energy and Utilities Cloud has the capability to provide access to information using several different data access methods Using the Digital Interaction Platform, online web portals, internal console applications, and mobile applications are all examples of which data access technology?

- A. Omnichannel data access
- B. Metadata API
- C. SSO data access
- D. Streaming data API

Answer: A

Explanation:

Salesforce Energy and Utilities Cloud provides a comprehensive, unified view of utility customer interactions across multiple channels, facilitating seamless service and support. The digital interaction platform, by leveraging omnichannel data access, enables utilities to offer their customers a consistent experience whether they're accessing information online, through mobile applications, or via internal console applications. This approach ensures that all data access methods are integrated and provide a unified experience, reflecting Salesforce's commitment to creating connected customer experiences across various touchpoints. Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of creating a connected and seamless customer experience

across different channels and platforms, which is achieved through omnichannel data access. This can be further explored in the Salesforce Energy and Utilities Cloud guide and the Salesforce Omnichannel features documentation:
<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 32

A company's energy and utilities org uses Permission Set Licenses. What are the two methods to control users' access to features and functionality?

- A. Permission Set Groups
- B. Managed Package Licenses
- C. Sharing Settings
- D. Permission Sets

Answer: A,D

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. Reference = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5

NEW QUESTION # 33

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

Answer: A,D

NEW QUESTION # 34

An energy company is implementing Energy and Utilities Cloud for its service center agents.

Which two of the following business processes should be part of their test scenarios?

Choose 2 answers

- A. Create a multi-site quote.
- B. Manage a customer moving out.
- C. Manage changes to contract clauses.
- D. Set up a payment arrangement.

Answer: B,D

NEW QUESTION # 35

Which four objects does the EnergyRuntimeServiceSFS sample permission set give View All and Modify All permissions to a user?

- A. Work Order. Work Type. Service Appointment. Service Territory
- B. Work Order. Work Order Line Item. Work Procedure. Work Plan

- C. Work Order. Work Order Line Item, Service Appointment, Work Type
- D. Work Order. Work Order Line Item, Service Territory, Work Type

Answer: C

Explanation:

The EnergyRuntimeServiceSFS sample permission set within Salesforce Energy and Utilities Cloud grants "View All" and "Modify All" permissions to a user for the following objects: A. Work Order, Work Order Line Item, Service Appointment, Work Type. These permissions ensure that users assigned to this permission set have comprehensive access to manage and update records related to service fulfillment, including detailing the work to be done (Work Order and Work Order Line Item), scheduling and managing appointments for service execution (Service Appointment), and defining the nature of the work (Work Type). This level of access is critical for roles that are involved in the planning, scheduling, and execution of service orders within the utility sector. Reference = Salesforce documentation on service and field service management, including the configuration of permission sets for service operations, provides insights into the setup and customization of access controls for managing work orders and service appointments: https://help.salesforce.com/articleView?id=fs_perm_sets.htm&type=5

NEW QUESTION # 36

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