

AP-207 real exam dumps: Energy and Utilities Cloud Accredited Professional & AP-207 free practice exam



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

NEW QUESTION # 31

Which three features are included in the Energy and Utilities Cloud Console?

- A. Customer 360 view
- B. Rate Comparison
- C. Customer Story
- D. Configuration options with significant coding
- E. Multiple tabs, such as Overview, Billing, and Usage

Answer: A,B,E

Explanation:

The Energy and Utilities Cloud Console is designed to provide a comprehensive, integrated view of customer data and utility-specific operations. Features like Multiple tabs, including Overview, Billing, and Usage, enable users to access various aspects of customer information and service details from a single interface. The Rate Comparison feature allows for the comparison of different energy rates directly within the console, facilitating better customer service and engagement. The Customer 360 view offers a holistic overview of the customer's interactions, services, and preferences, providing valuable insights that drive personalized customer interactions and improved service delivery.

Reference = Salesforce Energy and Utilities Cloud documentation highlights these features as part of the console's capabilities, emphasizing the enhancement of user experience and operational efficiency through integrated views and functionalities.

NEW QUESTION # 32

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

Answer: C,D

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 # 33

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

Answer: A,C

NEW QUESTION # 34

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. Statement
- C. Account
- D. Service Account

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/

NEW QUESTION # 35

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

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

Answer: A,C

NEW QUESTION # 36

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