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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q62-Q67):

NEW QUESTION # 62

Two people own one home. They have different preferences for receiving notifications. One wants texts and emails, while the other prefers emails only. How and where can the energy company hold this information?

- A. Create a custom object associated with the Account with notification preferences.
- B. Extend the Account, Contact, and Relationship objects with new fields for notification preferences.
- C. Extend the Service Account object with new fields for notification preferences.
- D. Use the existing notification preference fields in the Party object.

Answer: D

NEW QUESTION # 63

An energy company implemented Energy and Utilities Cloud and deployed the Utility Self-Serve Portal. The next phase of the implementation includes a requirement to show a consumption history graph on the Self-Serve Portal. What three things are needed to meet the requirement?

- A. Develop a new graph component to show the usage data, and connect it to the data source using integration procedures.
- B. Ask IT where the most suitable source of data that provides the required usage detail is. Assess the next steps based on

the findings.

- C. Develop or configure integration between Energy and Utilities Cloud and the source system that contains the required data
- D. Use a standard graph component available in the Utility Self-Serve Portal Application as a starting point. Then, modify the component and connect it to the right data source using integration procedures
- E. Develop or configure integration between Energy and Utilities Cloud and the energy company's customer information system to get the monthly usage information

Answer: C,D,E

Explanation:

To display a consumption history graph on the Self-Serve Portal for an energy company that has implemented Salesforce Energy and Utilities Cloud, the following steps are essential: B. Use a standard graph component available within the Utility Self-Serve Portal Application as a starting point. Then, modify this component as necessary and connect it to the appropriate data source using integration procedures. This approach leverages existing resources to efficiently meet the requirement. C. Develop or configure integration between Salesforce Energy and Utilities Cloud and the source system that contains the required data. This integration ensures that the graph component has access to accurate and up-to-date consumption data. D. Develop or configure integration between Salesforce Energy and Utilities Cloud and the energy company's customer information system to obtain monthly usage information. This specific integration provides the detailed consumption data needed for the graph.

These steps collectively enable the display of consumption history in a graphical format, enhancing the user experience on the Self-Serve Portal by providing valuable insights into energy usage. Reference = Salesforce documentation on Energy and Utilities Cloud and development guides for creating and integrating custom components within Salesforce communities offer insights into fulfilling such requirements: <https://developer.salesforce.com/docs>

NEW QUESTION # 64

An energy company is an energy retailer with a global presence. They require a solution that can generate, redline, and manage contracts.

Which of the following Energy and Utilities Cloud solutions can be used?

- A. Energy and Utilities Cloud = Configure Price Quote (CPQ)
- B. Energy and Utilities Cloud - Document Generation S
- C. Energy and Utilities Cloud - Contract Lifecycle Management
- D. Energy and Utilities Cloud - Sales and Service

Answer: C

NEW QUESTION # 65

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

Answer: C,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.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt_about.htm, https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

NEW QUESTION # 66

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. Contract Lifecycle Management (CLM)
- C. Service Cloud
- D. Configure Prince Quote (CPQ)

Answer: A,C

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 # 67

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