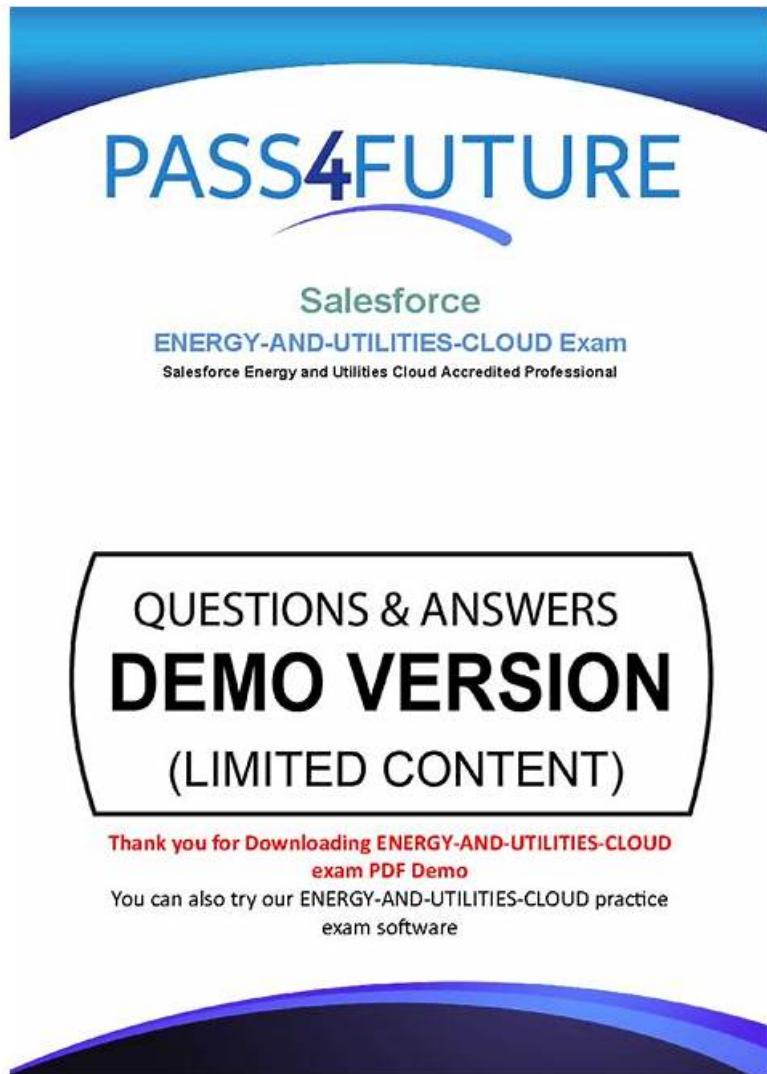


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## Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q20-Q25):

### NEW QUESTION # 20

An energy company has implemented Energy and Utilities Cloud in its call center, and they're now considering extending Salesforce for their customer self-service portal.

What value would the Energy and Utilities Cloud Communities license provide compared to standard Salesforce Communities?

- A. Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex
- B. Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities' website
- C. Energy and Utilities Cloud provides the same data model and tools as the call center to build the self-service portal, but the components used in the call center cannot be reused
- D. Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make

**Answer: B**

Explanation:

implementations simple and easy

Explanation:

The Energy and Utilities Cloud Communities license provides significant value by extending the same data model, user interfaces, integrations, and processes used in the call center to the self-service portal built with Salesforce Communities. This ensures a consistent and integrated experience across customer service touchpoints, enabling customers to access personalized services, manage their accounts, and interact with the utility provider through a self-service portal that mirrors the functionality available to call center agents. Reference = Salesforce Energy and Utilities Cloud documentation on community portals and self-service highlights the ability to extend call center capabilities to customer self-service platforms, providing a cohesive and efficient customer experience: <https://www.salesforce.com/products/community-cloud/industries/energy-utilities/>

### NEW QUESTION # 21

An energy company generates all new contracts through the Contract Lifecycle Management solution Salesforce Industries. After a demo, the manager is very interested in using the redlining online doc feature and the reusing clauses library.

According to the manager's expectations, which template type should the developer choose to generate new contracts?

- A. The Velocity Web Template
- B. POF Template
- C. The Microsoft Word Document Template
- D. JSON Based Document Template

**Answer: C**

### NEW QUESTION # 22

A customer is ready to install the managed package for Energy and Utilities Cloud.

Which two Product Schedules settings must be enabled for all products as a prerequisite step for a successful installation?

- A. Revenue Scheduling
- B. Product Scheduling
- C. Quantity Scheduling
- D. Inventory Scheduling

**Answer: B,C**

Explanation:

Prior to installing the managed package for Energy and Utilities Cloud, two critical Product Schedules settings must be enabled for all products to ensure a successful installation: Product Scheduling and Quantity Scheduling. These settings are prerequisite steps that enable the system to handle and manage the scheduling of products over time, crucial for the energy and utilities sector where products and services often have associated schedules for delivery, usage, and billing. Ensuring these settings are enabled allows for the seamless integration and functionality of the Energy and Utilities Cloud package with the existing Salesforce environment.

Reference = Salesforce's setup and installation guides for Energy and Utilities Cloud specifically mention the requirement to enable Product Scheduling and Quantity Scheduling as part of the preparation steps before package installation. This information can be found in the Salesforce Help documentation related to product schedules: [https://help.salesforce.com/articleView?id=products\\_schedules\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=products_schedules_overview.htm&type=5)

### NEW QUESTION # 23

A call center agent uses the Energy and Utilities Contact Center Console to schedule a field technician appointment for a customer. What license is needed to complete this customer requirement?

- A. Salesforce Service Console license
- B. Salesforce Field Service license
- **C. Energy and Utilities Base Service license**
- D. Salesforce Contact Center license

**Answer: C**

Explanation:

To schedule a field technician appointment using the Energy and Utilities Contact Center Console, the call center agent requires the Energy and Utilities Base Service license. This specific license grants access to the functionalities and features within the Energy and Utilities Cloud, including the ability to schedule appointments and manage field service operations directly from the Contact Center Console. It's tailored to meet the unique requirements of energy and utility companies, providing the necessary tools to support customer service and field service coordination. Reference = The Salesforce Energy and Utilities Cloud documentation details the licensing requirements for using the platform, including the need for the Energy and Utilities Base Service license for call center agents performing tasks such as scheduling field technician appointments: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

### NEW QUESTION # 24

An energy company urgently needs to replace its current customer information system (CIS). The current system is at end-of-life and unsupported. Because the cost to replace the CIS is so high, executives contemplate putting all other projects on hold. This would delay the planned Energy and Utilities Cloud implementation. The executive committee asks a consultant for a recommended, cost-effective approach to maximize the return on investment.

Which two courses of action should the consultant recommend?

- A. To avoid reworking integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
- **B. Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system**
- C. Cancel the Energy and Utilities Cloud implementation and replace the CIS, because modern CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.
- **D. First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.**

**Answer: B,D**

Explanation:

These recommended actions provide a strategic approach to maximize return on investment while addressing urgent system replacement needs. Implementing Energy and Utilities Cloud alongside a new cloud-based billing system offers a modernized, scalable solution that enhances operational efficiency. Alternatively, integrating Energy and Utilities Cloud with the existing CIS via middleware allows for immediate enhancements in utility operations with the flexibility to upgrade the CIS subsequently. This phased approach reduces disruption and spreads out capital expenditures over time, aligning with strategic financial planning and ensuring continuity of service.

Reference = Best practices for implementing Salesforce Energy and Utilities Cloud alongside other critical IT systems are covered in Salesforce's strategic implementation guides, providing a framework for decision-making that balances immediate needs with long-term strategic goals.

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

## NEW QUESTION # 25

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