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我們都清楚的知道，在IT行業的主要問題是缺乏一個品質和實用性。我們的Fast2test Salesforce的AP-207考古題及答案為你準備了你需要的一切的考試培訓資料，和實際認證考試一樣，選擇題（多選題）有效的幫助你通過考試。我們Fast2test Salesforce的AP-207的考試培訓資料，是核實了的考試資料，這些問題和答案反應了我們Fast2test的專業性及實際經驗。

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每個人都有自己的夢想，你夢想呢，是升職、是加薪或者等等。我的夢想的通過Salesforce的AP-207考試認證，我

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最新的 Accredited Professional Certification AP-207 免費考試真題 (Q68-Q73):

問題 #68

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. 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.
- B. Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
- C. To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
- D. 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.

答案： A,B

解題說明：

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/>

問題 #69

An energy company was recently onboarded on Energy and Utilities Cloud. They want to launch a customer service portal that provides customers with a 360-degree view of their energy and utility accounts and includes guided processes for common actions. Which Energy and Utilities Cloud application should they use?

- A. Utility Self-Serve Portal
- B. Experience Self-Serve Portal
- C. Energy and Utilities Contact Center Console
- D. Customer Acquisition Management

答案： A

問題 #70

An energy company is looking to track relationships with their electricity and gas business-to-consumer (B2C) subscribers and differentiate them from their business-to-business (B2B) corporate accounts.

Which two functionalities should the energy and utilities consultant use for the customer data model?

- A. Enable Person Accounts to model consumers.
- B. Use Contacts just for B2B scenarios.
- C. Use the Consumer Account record type

- D. Use the Account Contact Relation object

答案： A,C

解題說明：

To track relationships with electricity and gas B2C subscribers and differentiate them from B2B corporate accounts effectively, consultants should utilize two specific functionalities within Salesforce Energy and Utilities Cloud. The first is enabling Person Accounts to model consumers. Person Accounts are ideal for B2C scenarios because they allow for the representation of individual consumers in a manner that's separate from the more complex B2B corporate accounts, which are typically modeled using standard Account records. Secondly, using the Consumer Account record type can further differentiate between these two distinct types of customers. This functionality allows for the customization of fields, page layouts, and processes specific to the consumer sector, facilitating more targeted management and engagement strategies.

Reference = The Salesforce Energy and Utilities Cloud documentation offers guidance on configuring the customer data model to support diverse customer types, including B2B and B2C. Specific sections on Account and Contact Management provide insights into the use of Person Accounts and record types for segmenting and managing customer relationships effectively.

問題 #71

Which two items are necessary before starting a data mapping exercise from the billing system to Energy and Utilities Cloud?
Choose 2 answers

- A. A high-level object map of the entities and fields used by the billing system
- B. Technical connection details for the billing system
- C. Understanding of the Energy and Utilities customer data model
- D. A decision on the tool or technology that will be used for migrating the data (ETL)
- E. Project team roles and responsibilities

答案： A,C

問題 #72

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

答案： A

問題 #73

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新版AP-207題庫：<https://tw.fast2test.com/AP-207-premium-file.html>

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