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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q57-Q62):

NEW QUESTION # 57

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

Answer: A,B

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

NEW QUESTION # 58

The project team wants to use the Customer Acquisition Management application to set up and automate the customer enrollment and selling of utility products, services and offers to new customers. A concern is raised about the final UI layout, which needs to be adapted to the branding of the company.

What two processes can modify the look and feel of the application?

- A. Modify the application Page Layout to change/add/remove selected elements
- B. Modify the VEEConsumerLandingScreen FlexCard to change the background color, text font size, and style.
- C. Modify the VEELogoCard FlexCard to change the customer logo.
- D. Modify the VEEDigitalOrder Omniscript to adapt the look and feel to suit the company's requirements

Answer: B,D

Explanation:

In the Salesforce Energy and Utilities Cloud, customizing the UI to align with company branding during the customer acquisition process is crucial for maintaining a consistent user experience. Modifying the VEEDigitalOrder Omniscript allows for detailed customization of the customer journey and interaction points within the application, aligning it with the company's branding requirements. Additionally, altering the VEEConsumerLandingScreen FlexCard provides the capability to adjust visual elements such as background color, text font size, and style directly, ensuring the interface reflects the company's visual identity effectively.

Reference = These customization processes are supported by Salesforce Energy and Utilities Cloud documentation, specifically in sections related to Omniscript and FlexCard configurations for enhancing user interfaces in utility applications. https://developer.salesforce.com/docs/atlas.en-us.omniscript_developer_guide.meta/omniscript_developer_guide/omniscript

NEW QUESTION # 59

An energy company is implementing Energy and Utilities Cloud for their contact center and is in the process of importing contact information from the billing system to Salesforce. An administrator has been asked if and how the contact data updated in Salesforce will be reflected back in the billing system.

What two options can be presented back as potential solution?

Choose 2 answers

- A. The billing system can query Salesforce every night to retrieve changes made to contacts.
- B. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.
- C. Salesforce will be the system of record for contacts and it doesn't need to update the billing system in the future.
- D. Salesforce can send the updated information to the billing system in real-time or batch if it's required,

Answer: A,D

NEW QUESTION # 60

What's an example of a parent and child premise record?

- A. The parent premise is the type of service provided, and the child is the apartment.
- B. The parent premise is the apartment, and the child is the type of service provided.
- C. The parent premise is the apartment building, and the child is the apartment unit.
- D. The parent premise is the apartment unit, and the child is the apartment building.

Answer: C

NEW QUESTION # 61

A customer has recently installed Energy and Utilities Cloud. Which specific license enables an energy company's partners to access applications via a web portal?

- A. Energy and Utilities Cloud for Digital Experience User
- B. Energy and Utilities Base
- C. Energy and Utilities Base for Digital Experience Partner
- D. Energy and Utilities Base Service

Answer: C

Explanation:

The Energy and Utilities Cloud by Salesforce enables energy companies to connect with their partners through dedicated licenses that cater to digital experiences. The "Energy and Utilities Base for Digital Experience Partner" license is specifically designed for partner users who need access to applications via a web portal. This license type provides the necessary access rights and functionalities tailored for partners, ensuring they can efficiently use the Energy and Utilities Cloud's resources in a collaborative environment tailored to the unique needs of energy sector partnerships.

Reference = The details about licensing and partner access can be found under the Salesforce Energy and Utilities Cloud documentation, specifically in the sections discussing user licensing and partner portal configurations. More comprehensive information is available on Salesforce's official resources and documentation regarding the Energy and Utilities Cloud product, focusing on configuration and user license management.

NEW QUESTION # 62

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