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## Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q42-Q47):

### NEW QUESTION # 42

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 custom OmniScripts and FlexCards to cover the requirements.**
- C. Configure a custom Salesforce Service Cloud console.
- **D. Configure the Energy and Utilities Contact Center Console available in the process history**

**Answer: B,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://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](https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5)

#### NEW QUESTION # 43

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. Configure Prince Quote (CPQ)
- **B. Service Cloud**
- C. Contract Lifecycle Management (CLM)
- **D. Energy and utility Base**

**Answer: B,D**

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. References = 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 # 44

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 extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities' website**
- B. Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex

- 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: A**

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 # 45

An energy company needs a way to generate PDF or Word proposals based on a quote for commercial customers to review before proceeding with the products and services.

What tool can be used to automatically create these proposals?

- **A. OmniStudio Document Generation**
- B. Energy and Utilities Cloud Configure Price Quote (CPQ)
- C. Microsoft Word
- D. Energy and Utilities Cloud Contract Lifecycle Management (CLM)

**Answer: A**

#### NEW QUESTION # 46

An energy company is implementing the CPQ module of Energy and Utilities Cloud. The consultant set up the Advanced Rule on the Order with the Entity Filter type "Qualification." The filter selects the accounts with the condition CreatedDate < 365 days.

Which scenario should be executed during the testing phase?

- A. Test the product eligibility: The product will not be available for accounts older than 365 days
- B. Test the account creation: Accounts younger than 365 days won't be qualified for creation.
- **C. Test the order creation: Order can't be created for the account older than 365 days.**
- D. Test the account creation: Accounts older than 365 days will not be qualified for creation.

**Answer: C**

#### NEW QUESTION # 47

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