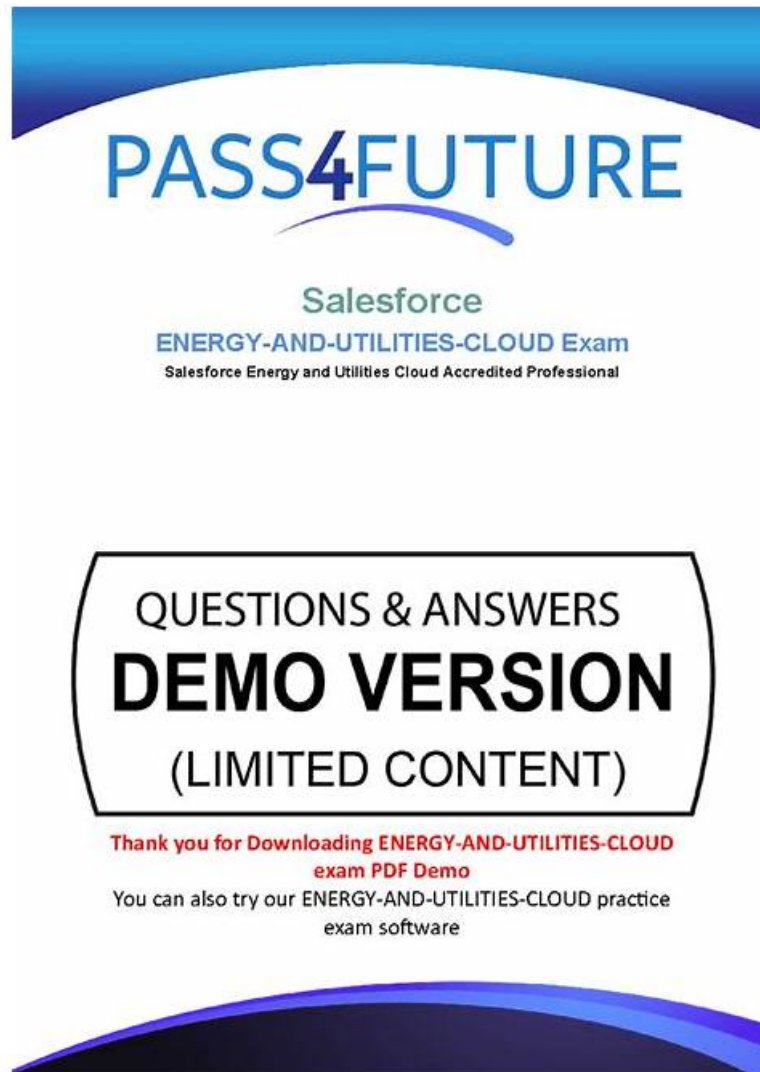


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q68-Q73):

NEW QUESTION # 68

A utility company is going through an extensive digital transformation. They want to use Energy and Utilities Cloud as a unified desktop application for service agents in order to have a 360-degree view of customers and guided processes for common actions. For this, they require integrations with their customer information system (CIS) and billing systems. What three common objects are typically part of this Integration?

Choose 3 answers

- A. Meter Pings
- B. Premise
- C. Account
- D. eSignature
- E. Balances

Answer: B,C,E

NEW QUESTION # 69

An energy company is implementing Energy and Utilities Cloud for its service center agents. Which two of the following business processes should be part of their test scenarios?

Choose 2 answers

- A. Create a multi-site quote.
- B. Manage changes to contract clauses.
- C. Set up a payment arrangement.
- D. Manage a customer moving out.

Answer: C,D

NEW QUESTION # 70

When using IDX Workbench and Google Chrome as the default browser, then migrated OmniScripts, integration procedures, and FlexCards will automatically activate in the target org.

How should a consultant manually configure this automatic activation feature in the system if a different browser is used?

- A. By Installing Node.js + Velocity Build Tool
- B. By Installing Node.js + SFDX
- C. By Installing Node.js + Puppeteer module
- D. By Installing Node.js + Visual Studio

Answer: C

NEW QUESTION # 71

An energy utility company is implementing the Customer Acquisition Management application. The application should support unauthenticated self-serve portal users.

What's the preferred method to configure the application security to meet the requirement?

- A. A consultant should create new permission sets to grant appropriate access to all required objects.
- B. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- C. The Customer Acquisition Management application cannot support unauthenticated self-serve portal users.
- D. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntime82CSalesCustomerCommunityUser sample permission set to customer community users.

Answer: D

Explanation:

For the Customer Acquisition Management application to support unauthenticated self-serve portal users, the correct configuration of permission sets is crucial. The EnergyRuntimeB2CSales sample permission set designed for Guest User profiles enables unauthenticated users to interact with necessary parts of the application without compromising security or functionality. Additionally, the EnergyRuntimeB2CSalesCustomerCommunityUser permission set provides authenticated community users with appropriate access rights, ensuring a seamless user experience across both authenticated and unauthenticated scenarios.

Reference = The setup and configuration of these permission sets are discussed in the Salesforce Energy and Utilities Cloud security and user management documentation, ensuring applications like Customer Acquisition Management are accessible yet secure.

NEW QUESTION # 72

An energy and utilities company wants to use objects for multi-site locations. What three objects can they use out of the box?

- A. Service Account
- B. Asset
- C. Service Point
- D. Premises
- E. Quote

Answer: A,C,D

Explanation:

For an energy and utilities company looking to manage multi-site locations using Salesforce Energy and Utilities Cloud, the following objects can be utilized out of the box: A. Service Account: Represents the account receiving the service and can be used to organize and relate to multiple service locations. C. Service Point: Represents a specific physical location where services are delivered or measured, such as a metering point for utilities. D. Premises: Represents the physical location or property where service points are located, enabling the organization of multiple service points within a larger geographical or physical area.

These objects collectively facilitate the effective management of multi-site locations, providing a structured approach to tracking service delivery and consumption across different sites. Reference = The Salesforce Energy and Utilities Cloud documentation outlines the use of these objects within the standard data model, providing a foundation for managing complex site structures and utility services: https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 73

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