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Salesforce Energy-and-Utilities-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Test and Deploy Energy and Utilities Cloud Applications and Solutions: This topic evaluates the capacity of Energy and Utilities Cloud professionals to outline and execute a deployment plan that integrates Salesforce core and Vlocity components. Mastery includes validating processes, enabling user testing, and managing UAT milestones.
Topic 2	<ul style="list-style-type: none">• Implementation: The topic assesses the ability to configure Energy and Utilities Cloud to meet business models, manage licenses, set up order capture, and enable post-sales processes. It also measures proficiency in executing data migration, integrating third-party systems, and deploying relevant components.
Topic 3	<ul style="list-style-type: none">• Solution Design: Solution design evaluates expertise in mapping Energy and Utilities Cloud components to current architectures and crafting future state designs that fulfill business and data model requirements. Energy and Utilities Cloud professionals must demonstrate the ability to define architecture, processes, and security considerations while leveraging deployment tools.
Topic 4	<ul style="list-style-type: none">• Discovery: Mastering discovery ensures proficiency of Energy and Utilities Cloud professionals in understanding and documenting customer needs, aligning stakeholder requirements, and analyzing current business processes for Energy and Utilities Cloud solutions. This foundational topic measures the ability to identify gaps in processes and architecture compared to standard product capabilities.

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Valid Exam Sample

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Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q32-Q37):

NEW QUESTION # 32

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

Answer: B

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 # 33

A company's energy and utilities org uses Permission Set Licenses. What are the two methods to control users' access to features and functionality?

- A. Sharing Settings
- B. Managed Package Licenses
- C. Permission Sets
- D. Permission Set Groups

Answer: C,D

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

* Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

* Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. References = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5

NEW QUESTION # 34

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

Answer: B

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 # 35

Energy and utility organizations are going through digital transformations that place a greater focus on customers and employees. Which three changes are disrupting the energy and utilities market?

- A. Capitalization of the cloud
- B. Removing the complexity from the business
- **C. Regulatory and technology changes**
- **D. Customer expectations and values**
- **E. Digital first and work-from anywhere in real time**

Answer: C,D,E

Explanation:

The energy and utilities market is currently experiencing significant disruption due to several factors.

Regulatory and technology changes are at the forefront, with new policies and advancements in technology pushing companies towards more sustainable and efficient operations. Digital-first strategies and the capability to work from anywhere in real time are also transformative, as they allow for greater flexibility, improved customer service, and enhanced operational efficiency. Finally, changing customer expectations and values, particularly regarding sustainability, reliability, and personalized service, are influencing how energy and utilities companies operate. These disruptions require companies to adapt and innovate, leveraging digital transformation to meet evolving demands. References = These insights are based on Salesforce's discussions on industry trends and challenges within the Energy and Utilities Cloud documentation and resources. Key topics include digital transformation, customer engagement, and adapting to regulatory changes. Salesforce's industry insights and trend analysis provide a comprehensive overview of these disruptions.

NEW QUESTION # 36

An energy company wants to calculate the estimated monthly amount a customer needs to pay.

How can a consultant configure Energy and Utilities Cloud CPQ to calculate monthly commodity pricing?

- **A. Using usage price**
- B. Using monthly recurring price
- C. Using a subscription pricing plan
- D. Using onetime price

Answer: A

Explanation:

To calculate the estimated monthly amount a customer needs to pay for their commodity usage, configuring Energy and Utilities Cloud CPQ to use usage-based pricing is the most appropriate approach. This method allows for the calculation of charges based on the actual consumption of the commodity, which can vary from month to month. Usage-based pricing provides the flexibility to accurately reflect a customer's consumption patterns in their billing, offering a transparent and fair pricing model that aligns with the variable nature of commodity usage. References= Salesforce Industries CPQ documentation details how to configure and use usage-based pricing, emphasizing its suitability for industries where consumption can vary significantly, such as energy and utilities:https://help.salesforce.com/articleView?id=cpq_usage_based_pricing.htm&type=5

NEW QUESTION # 37

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