

# Dumps Energy-and-Utilities-Cloud Questions - Exam Energy-and-Utilities-Cloud Assessment

## Energy-and-Utilities-Cloud Exam Dumps Explanation On The way to Prepare Exam

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Practice materials are typically seen as the tools of reviving, practicing and remembering necessary exam questions for the exam, spending much time on them you may improve the chance of winning. However, our Energy-and-Utilities-Cloud training materials can offer better condition than traditional practice materials and can be used effectively. We treat it as our major responsibility to offer help so our Energy-and-Utilities-Cloud Practice Guide can provide so much help, the most typical one is the efficiency of our Energy-and-Utilities-Cloud exam questions, which can help you pass the Energy-and-Utilities-Cloud exam only after studying for 20 to 30 hours.

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Implementation:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Solution Design:</b> 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.</li> </ul>

## Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q40-Q45):

### NEW QUESTION # 40

Energy and Utilities Cloud has the capability to provide access to information using several different data access methods Using the Digital Interaction Platform, online web portals, internal console applications, and mobile applications are all examples of which data access technology?

- A. Streaming data API
- B. SSO data access
- **C. Omnichannel data access**
- D. Metadata API

**Answer: C**

Explanation:

Salesforce Energy and Utilities Cloud provides a comprehensive, unified view of utility customer interactions across multiple channels, facilitating seamless service and support. The digital interaction platform, by leveraging omnichannel data access, enables utilities to offer their customers a consistent experience whether they're accessing information online, through mobile applications, or via internal console applications. This approach ensures that all data access methods are integrated and provide a unified experience, reflecting Salesforce's commitment to creating connected customer experiences across various touchpoints. References= Salesforce Energy and Utilities Cloud documentation emphasizes the importance of creating a connected and seamless customer experience across different channels and platforms, which is achieved through omnichannel data access. This can be further explored in the Salesforce Energy and Utilities Cloud guide and the Salesforce Omnichannel features documentation: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

### NEW QUESTION # 41

An energy company provides electricity to business customers. There are several cost components for electricity. How would a consultant model these cost components in Energy and Utilities Cloud?

- A. Create child products for each cost component.
- B. Create custom fields on the line item object for each cost component.
- C. Create one child product for all cost components.
- **D. Create different pricing elements for each cost component.**

**Answer: D**

### NEW QUESTION # 42

An energy company wants to send to its customers various types of communication via digital channels. Which is the preferred cloud that works in conjunction with Energy and Utilities Cloud to achieve mass communication?

- A. Service Cloud
- B. Communications Cloud
- **C. Marketing Cloud**
- D. Sales Cloud

**Answer: C**

Explanation:

Salesforce Marketing Cloud is the preferred solution for energy companies looking to send various types of communication via digital channels to their customers in conjunction with Energy and Utilities Cloud. Marketing Cloud provides a comprehensive suite of tools designed for mass communication, allowing for the creation, management, and delivery of personalized customer communications across multiple digital channels. This integration enhances customer engagement and satisfaction by delivering timely and relevant information. Reference = Salesforce Marketing Cloud documentation highlights its capabilities for mass communication and integration with other Salesforce products, including Energy and Utilities Cloud, to provide a unified platform for customer engagement: <https://www.salesforce.com/products/marketing-cloud/overview/>

#### NEW QUESTION # 43

A call center agent uses the Energy and Utilities Contact Center Console to schedule a field technician appointment for a customer. What license is needed to complete this customer requirement?

- A. Salesforce Service Console license
- **B. Energy and Utilities Base Service license**
- C. Salesforce Field Service license
- D. Salesforce Contact Center license

**Answer: B**

Explanation:

To schedule a field technician appointment using the Energy and Utilities Contact Center Console, the call center agent requires the Energy and Utilities Base Service license. This specific license grants access to the functionalities and features within the Energy and Utilities Cloud, including the ability to schedule appointments and manage field service operations directly from the Contact Center Console. It's tailored to meet the unique requirements of energy and utility companies, providing the necessary tools to support customer service and field service coordination. Reference = The Salesforce Energy and Utilities Cloud documentation details the licensing requirements for using the platform, including the need for the Energy and Utilities Base Service license for call center agents performing tasks such as scheduling field technician appointments: <https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

#### NEW QUESTION # 44

An energy company was onboarded on Energy and Utilities Cloud. They want to see how many Energy and Utilities Cloud licenses are assigned.

What's the most effective way to check for the number of their assigned Energy and Utilities Cloud licenses?

- A. Call Salesforce Support to get the Energy and Utilities Cloud information.
- **B. Go to Setup -> Company Information -> Permission Set Licenses.**
- C. Go to Setup -> installed Packages -> Vlocity CMT to see the Energy and Utilities Cloud license information.
- D. Execute a SOQL query to retrieve the license count

**Answer: B**

Explanation:

The most effective way to check for the number of assigned Salesforce Energy and Utilities Cloud licenses is through the Salesforce Setup menu. By navigating to Setup, then to Company Information, and looking at the Permission Set Licenses section, administrators can quickly view the number of licenses assigned and available for various Salesforce products, including Energy and Utilities Cloud. This method provides a straightforward and accessible means of license management within the Salesforce environment. Reference = Salesforce's official documentation on managing licenses, including viewing assigned licenses through the Company Information section, provides comprehensive guidance: [https://help.salesforce.com/articleView?id=users\\_license\\_types\\_available.htm](https://help.salesforce.com/articleView?id=users_license_types_available.htm)

#### NEW QUESTION # 45

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