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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

An energy company is building a Customer 360 view for its call center agents. They start with the Energy and Utilities Cloud Contact Center Console but need to make modifications.

Which tools are primarily used to create and modify this console?

- A. Industries CPQ: Opportunity, Quote, and Order Management
- B. **OmniStudio: OmniScript, FlexCards, DataRaptors, and Integration Procedures**
- C. Custom Code: Lightning Web Components (LWC), Apex, and Visual Force pages
- D. Platform: Flows, Visual Force, Lightning Components, and Apex

Answer: B

NEW QUESTION # 42

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. Go to Setup -> installed Packages -> Vlocity CMT to see the Energy and Utilities Cloud license information.
- B. **Go to Setup -> Company Information -> Permission Set Licenses.**
- C. Call Salesforce Support to get the Energy and Utilities Cloud 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

NEW QUESTION # 43

The key stakeholders at an energy company want to understand the value of adapting the Salesforce Professional Services Methodology for the execution of their transformation program.

Which three definitions should the Energy and Utilities Cloud Consultant use to persuade the project sponsors to adapt the methodology?

Choose 3 answers

- A. The discovery stage is used to ensure transparency, clarity, and alignment on the engagement and what it's due to deliver to the business.
- B. **The definition stage implies prioritizing the user stories and defining the end-to-end program's road map,**
- C. **The design stage ensures a holistic design aligned with business benefits and establishes key responsibilities, roles, timeframes, and deadlines.**
- D. **The definition stage is used to allow the program teams to understand what the engagement involves, set the terms of the engagement, and determine how best to move forward.**

Answer: B,C,D

NEW QUESTION # 44

During a discovery session, an energy company mentioned they have a high response rate for customer satisfaction surveys. However, the company has noticed consistently negative feedback about its electric utility-payment set-up, stating the customer would like to see payment confirmations from their respective financial institution with payments.

What's one area the consultant should consider for process improvement?

- A. Customer satisfaction surveys
- B. Payment reminders
- C. Rate change notifications
- D. **Electronic funds transfers**

Answer: D

NEW QUESTION # 45

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. **Energy and utility Base**
- C. Contract Lifecycle Management (CLM)
- D. **Service Cloud**

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. Reference = 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 # 46

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