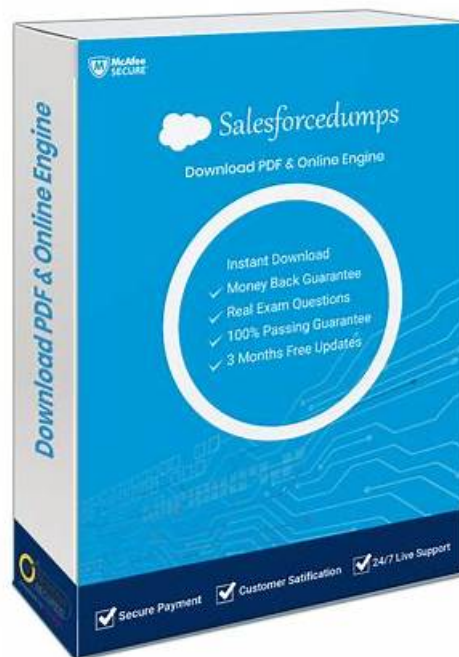


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q62-Q67):

NEW QUESTION # 62

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 Contract Lifecycle Management (CLM)
- C. Microsoft Word
- D. Energy and Utilities Cloud Configure Price Quote (CPQ)

Answer: A

NEW QUESTION # 63

An administrator for an energy company recently built a new FlexCard that shows whether a customer is enrolled in autopay. How can the administrator put the new FlexCard in the Energy and Utilities Cloud Contact Center Console?

- A. Create a Lightning Web Component wrapper for the FlexCard and add it onto the page.
- B. Open the object's page layout and add the FlexCard LWC ante the layout.
- C. Edit the Lightning Record or App Builder and place the FlexCard LIC onto the page.
- D. Create a VisualForce Page wrapper for the FlexCard and add it onto the page.

Answer: C

NEW QUESTION # 64

How is the Energy and Utilities Cloud solution installed on an org?

- A. The functionality is unlocked based on the license types assigned to the org
- B. Its included as part of core and will be deployed when licenses are purchased
- C. A specialized org that Salesforce creates with the solution installed is required
- D. Its installed as a managed package and unmanaged components

Answer: D

Explanation:

The Salesforce Energy and Utilities Cloud solution is typically installed in a Salesforce org as a combination of a managed package along with unmanaged components. The managed package includes the core functionalities and objects that are part of the Energy and Utilities Cloud framework, ensuring consistency and support across different orgs. The unmanaged components allow for customization and extension specific to the organization's needs, enabling them to tailor the solution to their unique business processes and requirements. Reference = The process for installing Salesforce Energy and Utilities Cloud, including the distinction between managed and unmanaged components, is detailed in the Salesforce documentation and the Energy and Utilities Cloud installation guide, available on the Salesforce website or through the Salesforce AppExchange: <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000EcsUWUAZ>

NEW QUESTION # 65

An energy and utility company relies on a third-party pricing application for multi-site quotes. The utility company wants Salesforce to manage the multi-site quotation process and continue to use the third-party pricing application.

How can the utility company meet these requests using Energy and Utilities Cloud?

- A. Duplicate the third-party pricing application prices into the Salesforce Price list.
- B. Use the external pricing feature to send and receive pricing requests from an external pricing engine.
- C. Only CPQ pricing is available; requesting pricing for a master Quote or Order from an external source is not available,
- D. Install the "Third Party Pricing Application" DataPack from the Process Library.

Answer: B

NEW QUESTION # 66

An energy company urgently needs to replace its current customer information system (CIS). The current system is at end-of-life and unsupported. Because the cost to replace the CIS is so high, executives contemplate putting all other projects on hold. This would delay the planned Energy and Utilities Cloud implementation. The executive committee asks a consultant for a recommended, cost-effective approach to maximize the return on investment.

Which two courses of action should the consultant recommend?

- A. Cancel the Energy and Utilities Cloud implementation and replace the CIS, because modern CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.
- B. First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.
- C. Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
- D. To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.

Answer: B,C

Explanation:

These recommended actions provide a strategic approach to maximize return on investment while addressing urgent system replacement needs. Implementing Energy and Utilities Cloud alongside a new cloud-based billing system offers a modernized, scalable solution that enhances operational efficiency. Alternatively, integrating Energy and Utilities Cloud with the existing CIS via middleware allows for immediate enhancements in utility operations with the flexibility to upgrade the CIS subsequently. This phased approach reduces disruption and spreads out capital expenditures over time, aligning with strategic financial planning and ensuring continuity of service.

Reference = Best practices for implementing Salesforce Energy and Utilities Cloud alongside other critical IT systems are covered in Salesforce's strategic implementation guides, providing a framework for decision-making that balances immediate needs with long-term strategic goals.

<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 67

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