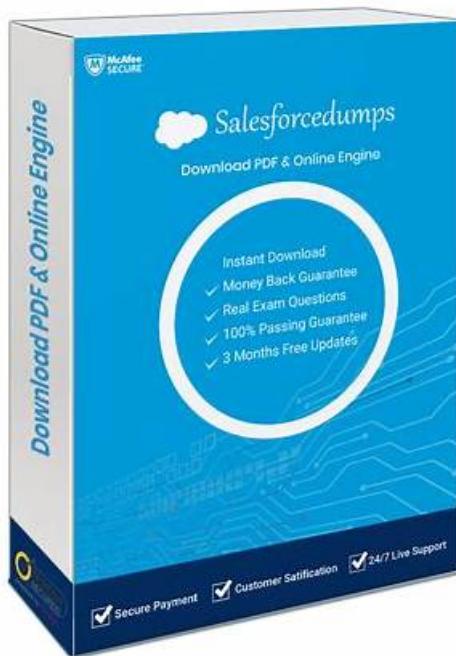# Download Free Updated Actual4Labs Salesforce AP-207 Dumps PDF after Paying Affordable Charges

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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q56-Q61):

NEW QUESTION # 56
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. Rate change notifications
- B. Electronic funds transfers
- C. Customer satisfaction surveys
- D. Payment reminders

Answer: B

NEW QUESTION # 57
Which three features are included in the Energy and Utilities Cloud Console?

- A. Customer Story
- B. Customer 360 view
- C. Multiple tabs, such as Overview.Biling. and Usage
- D. Rate Comparison
- E. Configuration options with significant coding

Answer: B,C,D

Explanation:
The Energy and Utilities Cloud Console is designed to provide a comprehensive, integrated view of customer data and utility-specific operations. Features like Multiple tabs, including Overview, Billing, and Usage, enable users to access various aspects of customer information and service details from a single interface. The Rate Comparison feature allows for the comparison of different energy rates directly within the console, facilitating better customer service and engagement. The Customer 360 view offers a holistic overview of the customer's interactions, services, and preferences, providing valuable insights that drive personalized customer interactions and improved service delivery.
Reference = Salesforce Energy and Utilities Cloud documentation highlights these features as part of the console's capabilities, emphasizing the enhancement of user experience and operational efficiency through integrated views and functionalities.

NEW QUESTION # 58
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 create new permission sets to grant appropriate access to all required objects.
- C. A consultant should assign an EnergyftuntimeB2CSales sample permission set to the Guest User profile and an Energyfiuntime82CSalesCustomerCommunityUser sample permission set to customer community users.
- D. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.

Answer: C

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 # 59

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

- A. Premises
- B. Asset
- C. Service Account
- D. Service Point
- 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 # 60

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

Answer: A,C,D

NEW QUESTION # 61

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