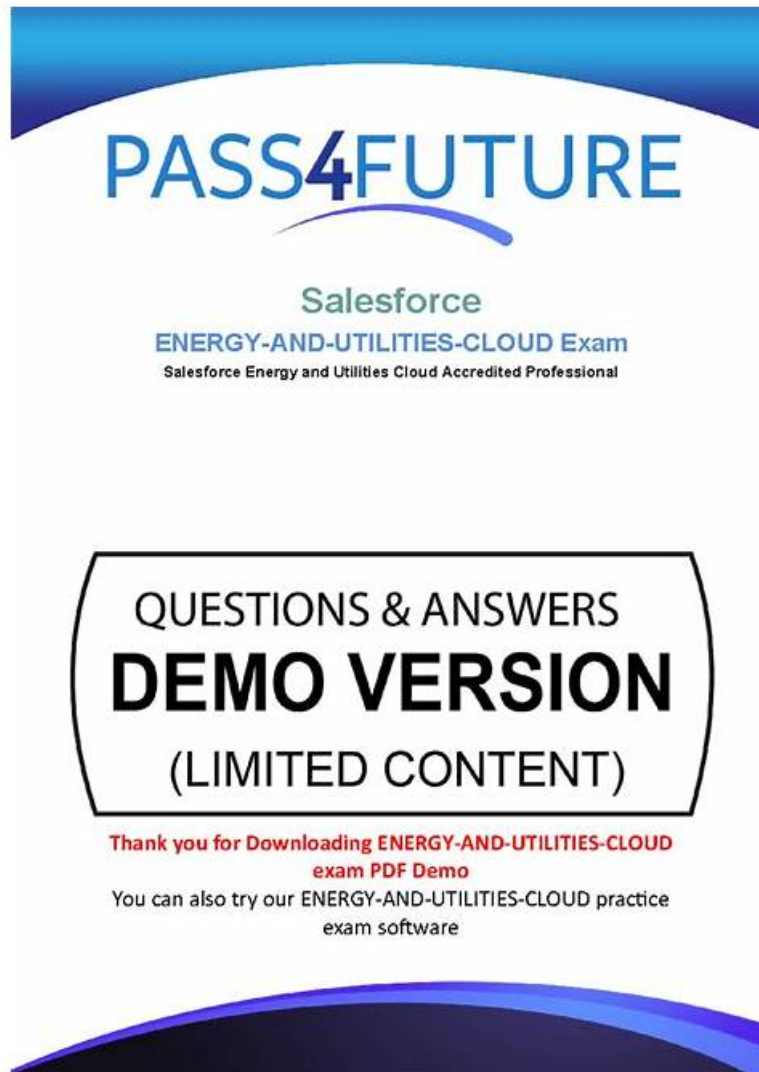


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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q65-Q70):

NEW QUESTION # 65

An Administrator needs help generating an accurate report to identify the average response time to installing new electricity connections.

What two elements need to be defined during the discovery phase of the implementation?

- A. Define the metrics to measure the customer's new connections process.
- B. Identify the data sources to generate the customer's new connections reports and dashboards
- C. Define the data to be migrated for the customer's connections process
- D. Define the business stakeholders for the customer's new connections process.

Answer: A,B

Explanation:

During the discovery phase of implementing Salesforce Energy and Utilities Cloud, focusing on generating an accurate report for the average response time to installing new electricity connections, two critical elements need to be defined. Firstly, identifying the data sources is essential for generating comprehensive customer new connections reports and dashboards. These data sources could include service request records, installation records, and any other related datasets that capture the timeline from request to connection establishment. Secondly, defining the metrics to measure the process is crucial. Metrics might include average response time, number of installations completed within a target time frame, and customer satisfaction levels post-connection. By focusing on these elements, an organization can ensure that they are capturing and evaluating the right data to improve and report on their new connections process effectively.

Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of understanding the customer lifecycle and enhancing operational efficiency through accurate data management and metric evaluation. Specific references to setting up reports and dashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

NEW QUESTION # 66

When preparing a demo of Energy and Utilities Cloud, the consultant needs to showcase a customer's 360-degree view that allows the customer service agents of the company to see the following information in one glance:

- * Identify the caller
- * Provide answers to questions about billing, consumption, and payments
- * Add meter readings
- * Manage user complaints.
- * Perform user requests such as Start Service, Stop Service, and Set Up a Payment Plan.

Which two functionalities should the consultant use to achieve this?

- A. Configure custom OmniScripts and FlexCards to cover the requirements.
- B. Configure the Energy and Utilities Contact Center Console available in the process history
- C. Configure a custom Salesforce Service Cloud console.
- D. Assign the relevant lightning pages to the energy company's service agent user profile

Answer: A,B

Explanation:

For showcasing a 360-degree view of the customer that empowers service agents with the capability to manage various customer interactions efficiently, the consultant should utilize the Energy and Utilities Contact Center Console and configure custom OmniScripts and FlexCards. The Energy and Utilities Contact Center Console, designed specifically for the industry, integrates critical customer information and functionalities into one streamlined interface. Additionally, custom OmniScripts and FlexCards can be tailored to the unique requirements of managing billing inquiries, meter readings, complaints, and service requests, providing a flexible and dynamic solution for meeting the diverse needs of utility customers. Reference = Detailed explanations on how to configure the Energy and Utilities Contact Center Console and create custom OmniScripts and FlexCards for tailored customer service experiences are available in the Salesforce Energy and Utilities Cloud implementation guide and customization

documentation: https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt_about.htm, https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

NEW QUESTION # 67

consultant has been tasked with gathering and aligning requirements from a small group of key stakeholders for an Energy and Utilities Cloud implementation.

Which approach would be most effective for eliciting business requirements from the small group of stakeholders?

- A. Conduct a focus group with all stakeholders to present different future-state sales processes and elicit stakeholder opinions.
- **B. Conduct a semi-structured requirement gathering session to walk-through current-state sales processes with the stakeholders to align on common requirements.**
- C. Create and deliver a questionnaire to each stakeholder to elicit thoughts on the pros and h. of the current-state sales processes.

Answer: B

NEW QUESTION # 68

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

- A. Quote
- **B. Premises**
- **C. Service Point**
- D. Asset
- **E. Service Account**

Answer: B,C,E

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 # 69

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. Contract Lifecycle Management (CLM)
- **B. Service Cloud**
- **C. Energy and utility Base**
- D. Configure Prince Quote (CPQ)

Answer: B,C

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 # 70

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