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Salesforce

AP-207

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Salesforce Energy and Utilities Cloud Accredited Professional Sample Questions (Q28-Q33):

NEW QUESTION # 28

When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

- A. Caserdated data
- B. Contact data
- C. Meter reading data
- D. Billing related data

Answer: C,D

Explanation:

In the context of data mastery in Salesforce Energy and Utilities Cloud, certain types of data should remain mastered in the relevant legacy applications due to their specialized nature and the complexities involved in their management. These include: C. Meter Reading Data: Typically generated by systems dedicated to capturing and processing readings from energy meters. This data is central to billing and consumption analysis and often requires specialized systems to manage. D. Billing Related Data: Involves complex calculations, tariff management, and financial transactions. Legacy billing systems are usually deeply integrated with financial management processes and may be subject to regulatory compliance requirements. Keeping these data types mastered in their respective legacy systems while integrating them with Salesforce for visibility and customer service can offer the best balance of specialized control and comprehensive customer management. Reference = Salesforce Energy and Utilities Cloud documentation often discusses integration strategies for legacy systems, particularly for critical and complex data types like meter readings and billing information, highlighting best practices for achieving a comprehensive view of customer data:

https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 29

An existing Salesforce customer has built a data model with many custom objects for their call center operations. How can the customer use OmniStudio to improve the agent experience?

- A. The Energy and Utilities Cloud data model is required for OmniStudio.
- B. OmpiStudio can be used with custom objects but will need to be migrated to the Energy and Utilities Cloud data model.
- C. OmniStudio can be used without leveraging the Energy and Utilities Cloud data model.
- D. Certain agents can use Energy and Utilities Cloud OmniStudio and Data Model, while other agents da nat.

Answer: C

NEW QUESTION # 30

Two people own one home. They have different preferences for receiving notifications. One wants texts and emails, while the other prefers emails only. h How and where can the energy company hold this information?

- A. Create a custom object associated with the Account with notification preferences.
- B. Extend the Service Account object with new fields for notification preferences.
- C. Use the existing notification preference fields in the Party object.
- D. Extend the Account, Contact, and Relationship objects with new fields for notification preferences.

Answer: C

NEW QUESTION # 31

A company's energy and utilities org uses Permission Set Licenses What are the two methods to control users access to features and functionality?

- A. Sharing Settings
- B. Permission Sets
- C. Managed Package Licenses
- D. Permission Set Groups

Answer: B,D

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. Reference = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5

NEW QUESTION # 32

An energy company wants to sell additional commodity products related to services other than electricity and gas. Which three enhancements need to be considered?

- A. Extend the entries of record types on inventory item object.
- B. Extend the value list on the status picklist for cases
- C. Extend the value list on the service type picklist for service points
- D. Extend the entries of record types on account object.
- E. Extend the value list on the product family picklist for product object.

Answer: A,C,E

Explanation:

When an energy company wants to sell additional commodity products related to services beyond electricity and gas, it needs to consider enhancing the Salesforce Energy and Utilities Cloud by: B. Extending the value list on the product family picklist for the product object to accommodate new product types. C. Extending the value list on the service type picklist for service points to include new services. E. Extending the entries of record types on the inventory item object to manage additional products in inventory.

These enhancements ensure the system accurately reflects the company's expanded offerings, enabling effective management and sales of a broader range of services and products. Reference = The Salesforce Energy and Utilities Cloud data model documentation and customization guides provide information on extending picklists and record types to accommodate new products and services, allowing companies to tailor the platform to their evolving business needs:

https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

NEW QUESTION # 33

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