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Salesforce Energy-and-Utilities-Cloud Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Solution Design: Solution design evaluates expertise in mapping Energy and Utilities Cloud components to current architectures and crafting future state designs that fulfill business and data model requirements. Energy and Utilities Cloud professionals must demonstrate the ability to define architecture, processes, and security considerations while leveraging deployment tools.
Topic 2	<ul style="list-style-type: none"> • Discovery: Mastering discovery ensures proficiency of Energy and Utilities Cloud professionals in understanding and documenting customer needs, aligning stakeholder requirements, and analyzing current business processes for Energy and Utilities Cloud solutions. This foundational topic measures the ability to identify gaps in processes and architecture compared to standard product capabilities.
Topic 3	<ul style="list-style-type: none"> • Test and Deploy Energy and Utilities Cloud Applications and Solutions: This topic evaluates the capacity of Energy and Utilities Cloud professionals to outline and execute a deployment plan that integrates Salesforce core and Vlocity components. Mastery includes validating processes, enabling user testing, and managing UAT milestones.
Topic 4	<ul style="list-style-type: none"> • Implementation: The topic assesses the ability to configure Energy and Utilities Cloud to meet business models, manage licenses, set up order capture, and enable post-sales processes. It also measures proficiency in executing data migration, integrating third-party systems, and deploying relevant components.

Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q75-Q80):

NEW QUESTION # 75

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

Answer: C,D

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 # 76

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

- **A. Its installed as a managed package and unmanaged components**

- 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. The functionality is unlocked based on the license types assigned to the org

Answer: A

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 # 77

A consultant is facilitating their first requirements gathering session with an energy company in the initial stages of an Energy and Utilities Cloud project and is trying to get clarify on business requirements. The decision will impact numerous contractor organizations that employ the technicians, so the solution should ensure work is distributed fairly and consistently. Which two approaches can the consultant take to achieve a consensus while building trust?

- A. Demonstrate expertise right away to achieve the fastest stakeholder agreement
- B. Focus primarily on the contractor organization's concerns.
- C. Propose compromises between stakeholders that could result in collective positive outcomes.
- D. Ask probing questions to understand and document the needs of all stakeholders.

Answer: C,D

Explanation:

In the context of facilitating a requirements gathering session for an Energy and Utilities Cloud project with multiple stakeholders, the consultant should aim to build consensus and trust by proposing compromises that could lead to collective positive outcomes and by asking probing questions to understand and document the needs of all stakeholders. This approach ensures that the consultant acknowledges and addresses the concerns and requirements of each party involved, promoting a collaborative environment where solutions are developed with the collective best interest in mind. References= The Salesforce Energy and Utilities Cloud documentation on stakeholder engagement and requirements gathering emphasizes the importance of understanding stakeholder needs and finding common ground through effective communication strategies:
<https://www.salesforce.com/products/industries/energy-and-utilities/resources/>

NEW QUESTION # 78

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

Answer: C

NEW QUESTION # 79

An energy company wants to send to its customers various types of communication via digital channels. Which is the preferred cloud that works in conjunction with Energy and Utilities Cloud to achieve mass communication?

- A. Marketing Cloud
- B. Communications Cloud
- C. Service Cloud

- Answer: A**

Salesforce Marketing Cloud is the preferred solution for energy companies looking to send various types of communication via digital channels to their customers in conjunction with Energy and Utilities Cloud. Marketing Cloud provides a comprehensive suite of tools designed for mass communication, allowing for the creation, management, and delivery of personalized customer communications across multiple digital channels. This integration enhances customer engagement and satisfaction by delivering timely and relevant information. Reference = Salesforce Marketing Cloud documentation highlights its capabilities for mass communication and integration with other Salesforce products, including Energy and Utilities Cloud, to provide a unified platform for customer engagement: <https://www.salesforce.com/products/marketing-cloud/overview/>

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