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

Topic	Details
Topic 1	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.
Topic 2	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	• 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 4	• 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.

Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63

Energy and utility organizations are going through digital transformations that place a greater focus on customers and employees. Which three changes are disrupting the energy and utilities market?

- A. Digital first and work-from anywhere in real time
- B. Customer expectations and values
- C. Removing the complexity from the business
- D. Regulatory and technology changes
- E. Capitalization of the cloud

Answer: A,B,D

Explanation:

The energy and utilities market is currently experiencing significant disruption due to several factors. Regulatory and technology changes are at the forefront, with new policies and advancements in technology pushing companies towards more sustainable and efficient operations. Digital-first strategies and the capability to work from anywhere in real time are also transformative, as they allow for greater flexibility, improved customer service, and enhanced operational efficiency. Finally, changing customer expectations and values, particularly regarding sustainability, reliability, and personalized service, are influencing how energy and utilities companies operate. These disruptions require companies to adapt and innovate, leveraging digital transformation to meet evolving demands.

Reference = These insights are based on Salesforce's discussions on industry trends and challenges within the Energy and Utilities Cloud documentation and resources. Key topics include digital transformation, customer engagement, and adapting to regulatory changes. Salesforce's industry insights and trend analysis provide a comprehensive overview of these disruptions.

NEW QUESTION # 64

An energy company implemented Energy and Utilities Cloud and deployed the Utility Self-Serve Portal. The next phase of the implementation includes a requirement to show a consumption history graph on the Self-Serve Portal.

What three things are needed to meet the requirement?

- A. Develop or configure integration between Energy and Utilities Cloud and the energy company's customer information system to get the monthly usage information
- B. Develop a new graph component to show the usage data, and connect it to the data source using integration procedures.
- C. Ask IT where the most suitable source of data that provides the required usage detail is. Assess the next steps based on the findings.
- D. Use a standard graph component available in the Utility Self-Serve Portal Application as a starting point. Then, modify the component and connect it to the right data source using integration procedures
- E. Develop or configure integration between Energy and Utilities Cloud and the source system that contains the required data

Answer: A,D,E

Explanation:

To display a consumption history graph on the Self-Serve Portal for an energy company that has implemented Salesforce Energy and Utilities Cloud, the following steps are essential: B. Use a standard graph component available within the Utility Self-Serve Portal Application as a starting point. Then, modify this component as necessary and connect it to the appropriate data source using integration procedures. This approach leverages existing resources to efficiently meet the requirement. C. Develop or configure

integration between Salesforce Energy and Utilities Cloud and the source system that contains the required data. This integration ensures that the graph component has access to accurate and up-to-date consumption data. D. Develop or configure integration between Salesforce Energy and Utilities Cloud and the energy company's customer information system to obtain monthly usage information. This specific integration provides the detailed consumption data needed for the graph. These steps collectively enable the display of consumption history in a graphical format, enhancing the user experience on the Self-Serve Portal by providing valuable insights into energy usage. Reference = Salesforce documentation on Energy and Utilities Cloud and development guides for creating and integrating custom components within Salesforce communities offer insights into fulfilling such requirements: <https://developer.salesforce.com/docs>

NEW QUESTION # 65

An energy company is an energy retailer with a global presence. They require a solution that can generate, redline, and manage contracts.

Which of the following Energy and Utilities Cloud solutions can be used?

- A. Energy and Utilities Cloud - Document Generation S
- B. Energy and Utilities Cloud - Sales and Service
- C. Energy and Utilities Cloud = Configure Price Quote (CPQ)
- **D. Energy and Utilities Cloud - Contract Lifecycle Management**

Answer: D

NEW QUESTION # 66

An energy company wants to accurately price quotes for new, small and medium businesses, which two scenarios would require integration to a third-party system?

- **A. Credit ratings are actively used as a pricing input for small and medium business customers**
- **B. Meter technical data is required from the Distributed System Operator (DSO) in order to confirm supply is possible**
- C. The potential customer began their journey using WhatsApp.
- D. Some customers existed on a legacy billing system from previous contracts

Answer: A,B

Explanation:

For accurately pricing quotes for new, small, and medium business customers, integration with third-party systems is necessary in scenarios where meter technical data is required from the Distributed System Operator (DSO) to confirm supply capability (B), and where credit ratings are used as a pricing input (D). Integrating with the DSO's systems ensures accurate supply feasibility assessments, while integrating with credit rating agencies provides the necessary financial risk insights to inform pricing decisions effectively. References= Salesforce Energy and Utilities Cloud documentation on pricing and quoting emphasizes the need for accurate data, which may require integration with external systems for meter data and credit assessments. Information on integrating Salesforce with external systems for enhanced quoting accuracy can be found in Salesforce's integration and API documentation: <https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/>

NEW QUESTION # 67

A customer has enabled integration between the Energy and Utilities Contact Center Console and Salesforce Field Service (SF5). When a customer calls for a service appointment, what two prerequisite steps must an agent complete before creating the appointment?

Choose 2 answers

- **A. Accurately confirm and verify customer details.**
- **B. Confirm customer entitlements for field service appointments.**
- C. See a list of all service and work types available in the system.
- D. Check available field service time slots for the week.

Answer: A,B

NEW QUESTION # 68

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Just like the old saying goes, there is no royal road to success, and only those who do not dread the fatiguing climb of gaining its numinous summits. In a similar way, there is no smoothly paved road to the Energy-and-Utilities-Cloud certification. You have to work on it and get started from now. If you want to gain the related certification, it is very necessary that you are bound to spend some time on carefully preparing for the Energy-and-Utilities-Cloud Exam, including choosing the convenient and practical study materials, sticking to study and keep an optimistic attitude and so on.

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