

# Salesforce Energy and Utilities Cloud Accredited Professional Exam training torrent & Energy-and-Utilities-Cloud free download pdf are the key to success



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Energy-and-Utilities-Cloud Study Demo, Energy-and-Utilities-Cloud Study Group

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### Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q24-Q29):

#### NEW QUESTION # 24

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 # 25

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

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

**Answer: A,C**

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. References= 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/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

#### NEW QUESTION # 26

An energy company is implementing Energy and Utilities Cloud for their contact center and is in the process of importing contact information from the billing system to Salesforce. An administrator has been asked if and how the contact data updated in Salesforce will be reflected back in the billing system.

What two options can be presented back as potential solution?

Choose 2 answers

- A. Salesforce will be the system of record for contacts and it doesn't need to update the billing system in the future.
- **B. Salesforce can send the updated information to the billing system in real-time or batch if it's required,**
- C. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.
- **D. The billing system can query Salesforce every night to retrieve changes made to contacts.**

**Answer: B,D**

#### NEW QUESTION # 27

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

**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://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](https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5)

#### NEW QUESTION # 28

An energy company wants to integrate its current Product Catalog legacy system with its Salesforce org.

which uses Industries CPQ. In this API, all products require a Product type, which can be one of four values:

Energy, Batteries, Measurement, or Solar Panels. This information must be captured in Salesforce and be easily searchable in the org to be sent to the system.

What is the recommended way to design it in Energy and Utilities Cloud?

- A. A picklist attribute can be configured and associated to the base object type.
- B. A picklist attribute can be configured and associated to each product individual
- **C. A picklist field can be added to the Product2 object**
- D. A Velocity Picklist can be configured and related to Product2 object

**Answer: C**

Explanation:

To capture and make searchable the Product type information in Salesforce, relevant to an energy company's Product Catalog

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