

Test Energy-and-Utilities-Cloud Preparation & Energy-and-Utilities-Cloud Test Voucher



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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">• 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 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">• 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.

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Salesforce Energy and Utilities Cloud Accredited Professional Exam Sample Questions (Q26-Q31):

NEW QUESTION # 26

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. Service Cloud
- **B. Marketing Cloud**
- C. Sales Cloud
- D. Communications Cloud

Answer: B

Explanation:

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/>

NEW QUESTION # 27

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. Service Cloud
- **B. Marketing Cloud**
- C. Sales Cloud
- D. Communications Cloud

Answer: B

Explanation:

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. References= 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/>

NEW QUESTION # 28

Energy and Utilities Cloud has the capability to provide access to information using several different data access methods. Using the Digital Interaction Platform, online web portals, internal console applications, and mobile applications are all examples of which data access technology?

- A. Metadata API
- B. SSO data access
- **C. Omnichannel data access**
- D. Streaming data API

Answer: C

Explanation:

Salesforce Energy and Utilities Cloud provides a comprehensive, unified view of utility customer interactions across multiple channels, facilitating seamless service and support. The digital interaction platform, by leveraging omnichannel data access, enables utilities to offer their customers a consistent experience whether they're accessing information online, through mobile applications, or via internal console applications. This approach ensures that all data access methods are integrated and provide a unified experience, reflecting Salesforce's commitment to creating connected customer experiences across various touchpoints. Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of creating a connected and seamless customer experience across different channels and platforms, which is achieved through omnichannel data access. This can be further explored in the Salesforce Energy and Utilities Cloud guide and the Salesforce Omnichannel features documentation:
<https://www.salesforce.com/products/industries/energy-and-utilities/overview/>

NEW QUESTION # 29

Which two standard Energy and Utilities Cloud data model characteristics are used to differentiate B2B and B2C customers?

- A. Accounts with RecordType Consumer are used to represent B2C customers
- B. Person accounts are used to represent B2C customers.
- C. Accounts with RecordType Business are used to represent B2B customers.
- D. Accounts with RecordType Service are used to represent B2B customers

Answer: A,C

Explanation:

In the standard Salesforce Energy and Utilities Cloud data model, B2B and B2C customers are differentiated as follows: A. Accounts with RecordType "Business" are used to represent B2B customers. This RecordType is designed to capture information relevant to business accounts, including details specific to companies and organizations. B. Accounts with RecordType "Consumer" are used to represent B2C customers. This RecordType is tailored to individual consumers, focusing on personal account information and individual customer interactions.

This distinction in the data model facilitates the management of diverse customer types within the energy and utility sector, allowing for tailored interactions and services. References= Salesforce Energy and Utilities Cloud documentation provides insights into the data model, including the differentiation between B2B (Business) and B2C (Consumer) customers using specific RecordTypes, which is critical for managing customer relationships and data.
https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities.meta

NEW QUESTION # 30

An energy utility company is implementing the Customer Acquisition Management application. The application should support unauthenticated self-serve portal users.

What's the preferred method to configure the application security to meet the requirement?

- A. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- B. A consultant should create new permission sets to grant appropriate access to all required objects.
- C. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntimeB2CSalesCustomerCommunityUser sample permission set to customer community users.
- D. The Customer Acquisition Management application cannot support unauthenticated self-serve portal users

Answer: C

Explanation:

For the Customer Acquisition Management application to support unauthenticated self-serve portal users, the correct configuration of permission sets is crucial. The EnergyRuntimeB2CSales sample permission set designed for Guest User profiles enables unauthenticated users to interact with necessary parts of the application without compromising security or functionality. Additionally, the EnergyRuntimeB2CSalesCustomerCommunityUser permission set provides authenticated community users with appropriate access rights, ensuring a seamless user experience across both authenticated and unauthenticated scenarios. References= The setup and configuration of these permission sets are discussed in the Salesforce Energy and Utilities Cloud security and user management documentation, ensuring applications like Customer Acquisition Management are accessible yet secure.

NEW QUESTION # 31

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