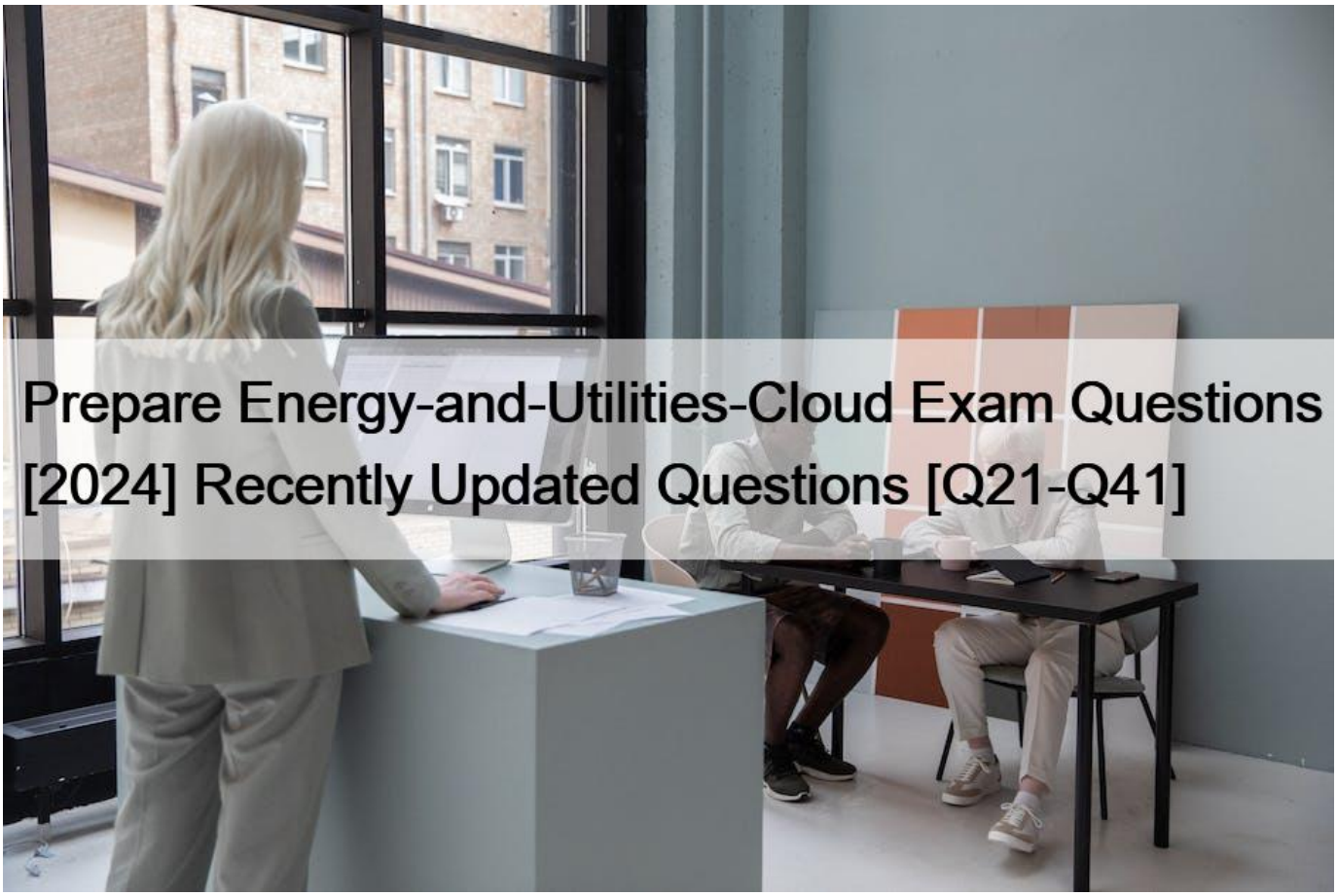
Prepare Energy-and-Utilities-Cloud Exam Questions [2024 Recently Updated Questions [Q21-Q41



Prepare Energy-and-Utilities-Cloud Exam Questions [2024 Recently Updated Questions Give push to your success with Energy-and-Utilities-Cloud exam questions Q21. When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

* Caserdated data
* Contact data
* Meter reading data
* Billing related data

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_an

Q22. Which three features are included in the Energy and Utilities Cloud Console?
* Customer Story
* Multiple tabs, such as Overview.Biling. and Usage
* Configuration options with significant coding
* Rate Comparison
* Customer 360 view

The Energy and Utilities Cloud Console is designed to provide a comprehensive, integrated view of customer data and utility-specific operations. Features like Multiple tabs, including Overview, Billing, and Usage, enable users to access various aspects of customer information and service details from a single interface. The Rate Comparison feature allows for the comparison of different energy rates directly within the console, facilitating better customer service and engagement. The Customer 360 view offers a holistic overview of the customer’s interactions, services, and preferences, providing valuable insights that drive personalized customer interactions and improved service delivery.

References= Salesforce Energy and Utilities Cloud documentation highlights these features as part of the console’s capabilities, emphasizing the enhancement of user experience and operational efficiency through integrated views and functionalities.

Q23. 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?
* Some customers existed on a legacy billing system from previous contracts
* Meter technical data is required from the Distributed System Operator (DSO) m order to confirm supply is possible
* The potential customer began their journey using WhatsApp.
* Credit ratings are actively used as a pricing input for small and medium business customers

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 canbe found in Salesforce’s integration and API documentation:https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/

Q24. An implementation team has requested an org containing the Energy and Utilities Cloud Large Account Sales Management application. After working with the app. they determine that they need the functionality of the homepage for agents and team leaders.

How does the team get the required components into their development environment?
* The team should follow the documentation and migrate the required components into the* development environment.
* The team needs to copy and paste the required components from their trial environment into their development environment.
* The team should take a look at the application code, and then go and re-type the code into their development environment.
* The team should request the Energy and Utilities Cloud engineering team to deploy the necessary components into the project development environment.

When the implementation team requires specific components from the Energy and Utilities Cloud Large Account Sales Management application in their development environment, the recommended approach is to follow the Salesforce documentation on migrating components. This process involves identifying the necessary components and utilizing Salesforce’sdeployment tools (such as change sets or the Salesforce CLI) to move them from one environment to another. This method ensures a controlled and systematic approach to customization and development, aligning with Salesforce’s best practices for environment management and application development.References= Salesforce documentation provides extensive guides on environment

management and the migration of components between environments. This includes using deployment tools and following best practices to ensure seamless and efficient development processes:https://developer.salesforce.com/docs/atlas.en-us.dev_lifecycle.meta/dev_lifecycle/

Q25. Which four objects does the EnergyRuntimeServiceSFS sample permission set give View All and Modify All permissions to a user?
* Work Order. Work Order Line Hem, Service Appointment, Work Type
* Work Order. Work Type. Service Appointment. Service Territory
* Work Order. Work Order Line Item Work Procedure. Work Plan
* Work Order. Work Order Line item. Service Territory. Work Type

The EnergyRuntimeServiceSFS sample permission set within Salesforce Energy and Utilities Cloud grants

“View All” and “Modify All” permissions to a user for the following objects: A.Work Order,Work Order Line Item,Service Appointment,Work Type. These permissions ensure that users assigned to this permission set have comprehensive access to manage and update records related to service fulfillment, including detailing the work to be done (Work Order and Work Order Line Item), scheduling and managing appointments for service execution (Service Appointment), and defining the nature of the work (Work Type). This level of access is critical for roles that are involved in the planning, scheduling, and execution of service orders within the utility sector.References= Salesforce documentation on service and field service management, including the configuration of permission sets for service operations, provides insights into the setup and customization of access controls for managing work orders and service appointments:https://help.salesforce.com/articleView?id=fs_perm_sets.htm&type=5

Q26. An energy company wants to calculate the estimated monthly amount a customer needs to pay.

How can a consultant configure Energy and Utilities Cloud CPQ to calculate monthly commodity pricing?
* Using onetime price
* Using monthly recurring price
* Using a subscription pricing plan
* Using usage price

To calculate the estimated monthly amount a customer needs to pay for their commodity usage, configuring Energy and Utilities Cloud CPQ to use usage-based pricing is the most appropriate approach. This method allows for the calculation of charges based on the actual consumption of the commodity, which can vary from month to month. Usage-based pricing provides the flexibility to accurately reflect a customer’s consumption patterns in their billing, offering a transparent and fair pricing model that aligns with the variable nature of commodity usage.References= Salesforce Industries CPQ documentation details how to configure and use usage-based pricing, emphasizing its suitability for industries where consumption can vary significantly, such as energy and utilities:https://help.salesforce.com/articleView?id=cpq_usage_based_pricing.htm&type=5

Q27. Which two standard Energy and Utilities Cloud data model characteristics are used to differentiate B2B and B2C customers?
* Accounts with RecordType Business are used to represent B2B customers.
* Accounts with RecordType Consumer are used to represent B2C customers
* Person accounts are used to represent B2C customers.
* Accounts with RecordType Service are used to represent B28 customers

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_an

Q28. 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 businessrequirements. 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?
* Focus primarily on the contractor organization’s concerns.
* Propose compromises between stakeholders that could result in collective positive outcomes.
* Demonstrate expertise right away to achieve the fastest stakeholder agreement
* Ask probing questions to understand and document the needs of all stakeholders.
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/

Q29. An energy company has implemented Energy and Utilities Cloud in its call center, and they’re now considering extending Salesforce for their customer self-service portal.

What value would the Energy and Utilities Cloud Communities license provide compared tostandard Salesforce Communities?
* Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex
* Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities’ website
* Energy and Utilities Cloud provides the same data model and tools as the call center to build the self-service portal, but the components used in the call center cannot be reused
* Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make implementations simple and easy
The Energy and Utilities Cloud Communities license provides significant value by extending the same data model, user interfaces, integrations, and processes used in the call center to the self-service portal built with Salesforce Communities. This ensures a consistent and integrated experience across customer service touchpoints, enabling customers to access personalized services, manage their accounts, and interact with the utility provider through a self-service portal that mirrors the functionality available to call center agents.References= Salesforce Energy and Utilities Cloud documentation on community portals and self-service highlights the ability to extend call center capabilities to customer self-service platforms, providing a cohesive and efficient customer experience:https://www.salesforce.com/products/community-cloud/industries/energy-utilities/

Q30. 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 picklist field can be added to the Prodoct2 object
* A picklist attribute can be configured and associated to the base object type.
* A Velocity Picklist can be configured and related to Produc12 object
* A picklist attribute can be configured and associated to each product individual

To capture and make searchable the Product type information in Salesforce, relevant to an energy company’s Product Catalog integration with Industries CPQ, adding a picklist field to the Product2 object is recommended. This picklist field can be configured with the four required values (Energy, Batteries, Measurement, Solar Panels) and will allow for easy categorization and searching of products within the Salesforce org, ensuring that the data can be efficiently managed and utilized within the system.References= The Salesforce CPQ documentation provides guidance on configuring product attributes and managing the Product Catalog, including adding custom fields to products for better categorization and searchability:https://help.salesforce.com/articleView?id=cpq_products.htm&type=5

Q31. An Administrator needs help generating an accurate report to identify the average response time to installing new electricity connections.

What two elements need to be defined during the discovery phase of the implementation?

* Identify the data sources to generate the customer’s new connections reports and dashboards
* Define the business stakeholders for the customer’s new connections process.
* Define the data to be migrated for the customer’s connections process
* Define the metrics to measure the customer’s new connections process.

During the discovery phase of implementing Salesforce Energy and Utilities Cloud, focusing on generating an accurate report for the average response time to installing new electricity connections, two critical elements need to be defined. Firstly, identifying the data sources is essential for generating comprehensive customer new connections reports and dashboards. These data sources could include service request records, installation records, and any other related datasets that capture the timeline from request to connection establishment.

Secondly, defining the metrics to measure the process is crucial. Metrics might include average response time, number of installations completed within a target time frame, and customer satisfaction levels post-connection.

By focusing on these elements, an organization can ensure that they are capturing and evaluating the right data to improve and report on their new connections process effectively.References= Salesforce Energy and Utilities Cloud documentation emphasizes the importance of understanding the customer lifecycle and enhancing operational efficiency through accurate data management and metric evaluation. Specific references to setting up reports anddashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

Q32. An energy company has decided to keep the latest customer invoice in Energy and Utilities Cloud to improve performance Which object is used to store this data?

* Service Account
* Account
* Bill
* Statement

In Salesforce Energy and Utilities Cloud, the object used to store the latest customer invoice information is the Bill object. This object is specifically designed to handle billing information related to the services provided by energy and utility companies. By storing invoice data in the Bill object, energy companies can efficiently manage and access billing records, enhancing performance by ensuring that crucial financial data is organized and easily retrievable within the system.References= The Salesforce Energy and Utilities Cloud documentation provides details on the data model, including the use of the Bill object to store customer billing information, reflecting industry-specific data management needs:https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_

Q33. The administrator of an energy company needs to manage the lifecycle of new contracts in Salesforce. After the generation of

the contract, it needs to be sent to the customer for eSignature through DocuSign.

Which two features of Contract Lifecycle Management and OmniStudio can be used?
* The ‘Send for eSignature’ Velocity action can be used to send the last version of the contract document to DocuSign
* An Omni script can be configured, and a DocuSign Envelope action can be used to email the contract for signature.
* An Integration Procedure with an HTTP action is needed to integrate with DocuSign. which can be called from an Omniscript
* An integration Procedure with a DocuSign Signature action can be called from an Omniscript to email the contract for signature
In managing the lifecycle of new contracts in Salesforce and integrating with DocuSign for eSignatures, the use of OmniStudio tools is pivotal. An OmniScript can be configured to include a DocuSign Envelope action, which facilitates the emailing of the contract for signature. Additionally, an Integration Procedure with a DocuSign Signature action can be called from an OmniScript, providing a streamlined method to integrate Salesforce with DocuSign and automate the contract signature process. These features leverage the capabilities of OmniStudio to offer flexible and customizable solutions for contract management and eSignature processes, enhancing efficiency and user experience.References= Salesforce OmniStudio, including OmniScripts and Integration Procedures, provides comprehensive capabilities for integrating Salesforce applications with external services like DocuSign. The Salesforce documentation on OmniStudio tools offers guidance on configuring these features to streamline business processes

Q34. An energy company was onboarded on Energy and Utilities Cloud. They want to see now many Energy and Utilities Cloud licenses are assigned.

What’s the most effective way to check for the number of their assigned Energy and Utilities Cloud licenses?
* Call Salesforce Support to get the Energy and Utilities Cloud information.
* Go to Setup -> Company Information -> Permission Set Licenses.
* Go to Setup -> installed Packages -> Vlocity CMT to see the Energy and Utilities Cloud license information.
* Execute a SOQL query to retrieve the license count
The most effective way to check for the number of assigned Salesforce Energy and Utilities Cloud licenses is through the Salesforce Setup menu. By navigating toSetup, then toCompany Information, and looking at thePermission Set Licensessection, administrators can quickly view the number of licenses assigned and available for various Salesforce products, including Energy and Utilities Cloud. This method provides a straightforward and accessible means of license management within the Salesforce environment.References= Salesforce’s official documentation on managing licenses, including viewing assigned licenses through the Company Information section, provides comprehensive guidance:https://help.salesforce.com/articleView?id=users_license_types_available.htm

Q35. 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 consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
* A consultant shouldcreate new permission sets to grant appropriate access to all required objects.
* The Customer Acquisition Management application cannot support unauthenticated self serve portal users
* A consultant should assign an EnergyftuntimeB2CSales sample permission set to the Guest User profile and an Energyfiuntime82CSalesCustomerCommunityUser sample permission set to customer community users.

Q36. An energy company urgently needs to replace its current customer information system (CIS). The current system is at end-of-life and unsupported Because the cost to replace the CIS is so high, executives contemplate putting all other projects on hold. This would delay the planned Energy and Utilities Cloud implementation.

The executive committee asks a consultant for a recommended, cost-effective approach to maximize the return on investment.

Which two courses of action should the consultant recommend?
* Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
* First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a q middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.
* To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
* Cancel the Energy and Utilities Cloud implementation and replace the CIS. because modem CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.
These recommended actions provide a strategic approach to maximize return on investment while addressing urgent system replacement needs. Implementing Energy and Utilities Cloud alongside a new cloud-based billing system offers a modernized, scalable solution that enhances operational efficiency. Alternatively, integrating Energy and Utilities Cloud with the existing CIS via middleware allows for immediate enhancements in utility operations with the flexibility to upgrade the CIS subsequently. This phased approach reduces disruption and spreads out capital expenditures over time, aligning with strategic financial planning and ensuring continuity of service.References= Best practices for implementing Salesforce Energy and Utilities Cloud alongside other critical IT systems are covered in Salesforce’s strategic implementation guides, providing a framework for decision-making that balances immediate needs with long-term strategic goals.

https://www.salesforce.com/products/industries/energy-and-utilities/overview/

Q37. A customer is ready to install the managed package for Energy and Utilities Cloud.

Which two Product Schedules settings must be enabled for all products as a prerequisite step for a successful installation?
* Product Scheduling
* Revenue Scheduling
* Quantity Scheduling
* Inventory Scheduling
Prior to installing the managed package for Energy and Utilities Cloud, two critical Product Schedules settings must be enabled for all products to ensure a successful installation: Product Scheduling and Quantity Scheduling. These settings are prerequisite steps that enable the system to handle and manage the scheduling of products over time, crucial for the energy and utilities sector where products and services often have associated schedules for delivery, usage, and billing. Ensuring these settings are enabled allows for the seamless integration and functionality of the Energy and Utilities Cloud package with the existing Salesforce environment.References= Salesforce’s setup and installation guides for Energy and Utilities Cloud specifically mention the requirement to enable Product Scheduling and Quantity Scheduling as part of the preparation steps before package installation. This information can be found in the Salesforce Help documentation related to product schedules:https://help.salesforce.com/articleView?id=products_schedules_overview.htm&type=5