

Salesforce.Energy and Utilities Cloud.by.Tom.18q

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Exam Code: Energy and Utilities Cloud

Exam Name: Salesforce Energy And Utilities Cloud Accredited Professional



Exam A

QUESTION 1

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. Streaming data API
- C. SSO data access
- D. Omnichannel data access

Correct Answer: D

Section:

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/>

QUESTION 2

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

Correct Answer: A, C

Section:

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

QUESTION 3

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

Correct Answer: B, D

Section:

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. Reference = 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/>

QUESTION 4

A customer has recently installed Energy and Utilities Cloud Which specific license enables an energy company's partners to access applications via a web portal?

- A. Energy and Utilities Cloud for Digital Experience User
- B. Energy and Utilities Base
- C. Energy and Utilities Base for Digital Experience Partner
- D. Energy and Utilities Base Service

Correct Answer: C

Section:

Explanation:

The Energy and Utilities Cloud by Salesforce enables energy companies to connect with their partners through dedicated licenses that cater to digital experiences. The 'Energy and Utilities Base for Digital Experience Partner' license is specifically designed for partner users who need access to applications via a web portal. This license type provides the necessary access rights and functionalities tailored for partners, ensuring they can efficiently use the Energy and Utilities Cloud's resources in a collaborative environment tailored to the unique needs of energy sector partnerships.

Reference = The details about licensing and partner access can be found under the Salesforce Energy and Utilities Cloud documentation, specifically in the sections discussing user licensing and partner portal configurations. More comprehensive information is available on Salesforce's official resources and documentation regarding the Energy and Utilities Cloud product, focusing on configuration and user license management.

QUESTION 5

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 Velocity Picklist can be configured and related to Product2 object
- D. A picklist field can be added to the Product2 object

Correct Answer: D

Section:

Explanation:

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. Reference = 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

QUESTION 6

An energy company must include a clause about additional operational costs in contracts that exceed 10 MegaWatts in their DOCX Template. The information about energy volume is already available in the Contract object. How should the administrator proceed to include this condition in the document template to show this clause only when the contract energy volume is higher than 10 MegaWatts?

- A. Create a custom formula in DataRaptor Load.
- B. Create an Apex Class
- C. Create a custom field in the Contract object
- D. Create a custom formula in DataRaptor Extract

Correct Answer: D

Section:

Explanation:

To include a specific clause in a DOCX template based on the condition that the contract energy volume is higher than 10 MegaWatts, creating a custom formula within a DataRaptor Extract is the appropriate approach. This method allows for dynamic content generation in documents based on data-driven conditions. By utilizing a custom formula in DataRaptor Extract, the administrator can specify that the additional operational costs clause should only appear in the generated document when the contract's energy volume exceeds the defined threshold. Reference = The use of DataRaptor for dynamic document content generation is detailed in the Salesforce Industries CPQ documentation, where it outlines how to use DataRaptor Extracts to manipulate and conditionally display data in templates: https://help.salesforce.com/articleView?id=industries_cpq_dataptor.htm&type=5

QUESTION 7

An energy company uses Salesforce Energy and Utilities Cloud to generate quotes and orders. Two custom fields on quotes get populated during the quote capture process. These two fields need to be populated when the quote gets converted to an order.

How can a consultant achieve this without custom code?

- A. Creating Apex trigger
- B. Adding fields in CPQ configuration
- C. Adding fields in Checkout method
- D. Using Field Mapper

Correct Answer: D

Section:

Explanation:

Salesforce Energy and Utilities Cloud enables consultants to map fields from quotes to orders without custom code by using the Field Mapper tool. This feature is designed to streamline the conversion process, ensuring that custom fields populated during the quote capture process are automatically populated in the corresponding order records. By utilizing Field Mapper, consultants can configure field mappings directly within the Salesforce UI, eliminating the need for custom Apex code and simplifying the configuration process. Reference = Field mapping capabilities in Salesforce CPQ (Configure, Price, Quote) and Salesforce Energy and Utilities Cloud are covered in detail in the Salesforce documentation, which includes guidance on using Field Mapper to automate the transfer of information between different objects:

https://help.salesforce.com/articleView?id=cpq_field_mapping.htm&type=5

QUESTION 8

An energy company needs to migrate its legacy data to Energy and Utilities Cloud. What's the recommended first step to ensure a proper migration process?

- A. Establish a testing and validation process to ensure that the data is accurate and complete
- B. Migrate the data using one of the available tools, such as the Salesforce Data Loader or third party data migration tools.
- C. Assess the data in the legacy system to determine what needs to be migrated and what can be left behind
- D. Clean, transform, and format the source data to meet the requirements of the Energy and Utilities Cloud Data Model

Correct Answer: C

Section:

Explanation:

Before embarking on a data migration project to Salesforce Energy and Utilities Cloud, it is crucial to assess the data within the legacy systems. This step involves analyzing the existing data to determine its relevance, accuracy, and completeness, deciding which data sets are essential for migration, and identifying any data that may be outdated or irrelevant and can thus be omitted from the migration process. This assessment ensures a focused and efficient migration process, reducing the risk of data clutter and ensuring that only valuable data is transferred to the new system. Reference = Salesforce provides comprehensive guidelines on best practices for data migration, including the importance of data assessment as the initial step in the migration process. These practices are documented in Salesforce's data migration resources:

https://developer.salesforce.com/docs/atlas.en-us.dat.meta/dat/data_import_what_you_need_to_know.htm

QUESTION 9

Which three features are included in the Energy and Utilities Cloud Console?

- A. Customer Story
- B. Multiple tabs, such as Overview, Billing, and Usage
- C. Configuration options with significant coding
- D. Rate Comparison
- E. Customer 360 view

Correct Answer: B, D, E

Section:

Explanation:

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.

Reference = 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.

QUESTION 10

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?

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

Correct Answer: A

Section:

Explanation:

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's deployment 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.

Reference = 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/

QUESTION 11

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?

- A. The 'Send for eSignature' Velocity action can be used to send the last version of the contract document to DocuSign
- B. An Omni script can be configured, and a DocuSign Envelope action can be used to email the contract for signature.
- C. An Integration Procedure with an HTTP action is needed to integrate with DocuSign. which can be called from an Omniscrypt
- D. An integration Procedure with a DocuSign Signature action can be called from an Omniscrypt to email the contract for signature

Correct Answer: B, D

Section:

Explanation:

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. Reference = 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

QUESTION 12

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

- A. Its included as part of core and will be deployed when licenses are purchased
- B. Its installed as a managed package and unmanaged components
- 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

Correct Answer: B

Section:

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>

QUESTION 13

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. Some customers existed on a legacy billing system from previous contracts
- 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. Credit ratings are actively used as a pricing input for small and medium business customers

Correct Answer: B, D

Section:

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. Reference = 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/>

QUESTION 14

The implementation project has identified a need to retrieve and update data from the energy provider's legacy billing application. The customer is already a MuleSoft customer, but they also use middleware technology from another supplier.

What approach should you recommend to build this integration to the legacy billing application?

- A. Go to Anypoint Exchange and search for energy assets (to locate templates for previously built integrations with billing systems), and then enhance these assets.
- B. Begin building a custom, point-to-point integration, including a whole new user interface and data model to mimic that of the legacy billing application.
- C. Start by defining APIs in both Salesforce and the legacy billing system, and then build custom Java code to implement a point-to-point integration.
- D. Recommend the introduction of another systems integration partner who specializes in building integrations from Salesforce to billing systems.

Correct Answer: A

Section:

Explanation:

When aiming to integrate Salesforce Energy and Utilities Cloud with a legacy billing application, especially when the customer is already using MuleSoft, leveraging existing assets from Anypoint Exchange is a strategic approach. Anypoint Exchange often contains templates and pre-built integration patterns that can significantly speed up the integration process by providing a starting point that is specifically tailored or easily adaptable to energy and utility industry needs. This method fosters efficiency and leverages community knowledge and previous successful implementations. Reference = MuleSoft's Anypoint Exchange is a central repository for connectors, templates, and APIs. Its utility for Salesforce integrations, especially within the Energy and Utilities sector, is documented in MuleSoft's resources and guides on Anypoint Platform: <https://www.mulesoft.com/exchange/>

QUESTION 15

An energy company is launching a new subscription service in the B2B market that offers an energy consumption consultancy to help customers pay less on their bills. This product will be charged USD \$60 monthly. Which two pricing metadata are needed when defining this price with Industries CPQ?

- A. A Pricing Plan Entry, with type as Price and charge type as Recurring
- B. A Price Book Entry, with amount as \$60, currency as USD and charge type as Recurring
- C. A Price List Entry, with amount as \$60, currency as USD and charge type as Recurring
- D. A Pricing Variable, with type as Price and charge type as Recurring

Correct Answer: A, C

Section:

Explanation:

When defining the pricing for a new subscription service with Industries CPQ, it's essential to create a Price List Entry that specifies the price, currency, and charge type. For a subscription service priced at USD \$60 monthly, the Price List Entry should have an amount set to \$60, the currency specified as USD, and the charge type categorized as Recurring. This approach ensures that the pricing metadata accurately reflects the subscription nature of the service, facilitating correct billing and revenue recognition. Reference = Salesforce Industries CPQ documentation provides detailed guidelines on setting up pricing for various types of products and services, including recurring subscription services. This includes creating and managing Price List Entries to define pricing terms: https://help.salesforce.com/articleView?id=cpq_create_price_list.htm&type=5

QUESTION 16

An energy company offers multiple products to its industrial and commercial customers. They need to create a quote for a customer for multiple sites. How would a consultant meet this business requirement?

- A. Create a Master quote, create group(s), add the quote group members, add products, and apply to the group.
- B. Create quotes for each individual site and add products, then run multi-site batch jobs.
- C. Create an opportunity, add products to it, then submit it to the MultiAppHandler class.
- D. Create a multi-site quote, add members to the quote, and add products for each site.

Correct Answer: A

Section:

Explanation:

For a consultant to meet the business requirement of creating a quote for a customer with multiple sites, the most efficient approach within Salesforce Energy and Utilities Cloud is to create a Master quote and then organize the products and services by site using groups within the quote. This method allows the consultant to manage the complexities of multi-site quotes systematically, ensuring that each site's specific needs are addressed within a single, overarching quote structure, thereby streamlining the quoting process for complex customer scenarios. Reference = Salesforce documentation on CPQ and quoting best practices outlines the process of creating Master quotes and utilizing groups to manage complex quoting scenarios, such as quotes for customers with multiple sites: https://help.salesforce.com/articleView?id=cpq_quotes.htm&type=5

QUESTION 17

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?

- A. Using onetime price
- B. Using monthly recurring price
- C. Using a subscription pricing plan
- D. Using usage price

Correct Answer: D

Section:

Explanation:

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. Reference = 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

QUESTION 18

What tool should be used to migrate configurations from sandbox to production when a customer has completed configuring OmniStudio components?

- A. Salesforce Export Wizard
- B. OmniStudio DataPacks
- C. IDX Workbench
- D. DataLoader.io

Correct Answer: B

Section:

Explanation:

When migrating configurations, especially those related to OmniStudio components from a sandbox to production environment in Salesforce, OmniStudio DataPacks are the recommended tool. OmniStudio DataPacks, part of the Salesforce DevOps toolkit, allow for the bundling and deployment of complex configurations and metadata associated with OmniStudio components. This tool is specifically designed to handle the intricate dependencies and settings of OmniStudio components, ensuring a seamless and error-free migration process. Reference = Salesforce documentation on OmniStudio deployment and migration strategies emphasizes the use of OmniStudio DataPacks for effective configuration migrations. This is outlined in the Salesforce OmniStudio Developer Guide, which provides detailed instructions on using DataPacks for deploying OmniStudio solutions: <https://developer.salesforce.com/docs/atlas.en-us.omnistudio.meta/omnistudio/>