Question 1

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?

Options:

A- Using onetime price

B- Using monthly recurring price

C- Using a subscription pricing plan

D- Using usage price

Answer:

D

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 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

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 3

Question Type: **MultipleChoice**

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?

Options:

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

Answer:

A, C

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

Question 4

Question Type: **MultipleChoice**

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?

Options:

A- Go to Any point 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 m building integrations from Salesforce to billing systems.

Answer:

A

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 5

Question Type: **MultipleChoice**

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?

Options:

A- Some customers existed on a legacy billing system from previous contracts

B- Meter technical data is required from the Distributed System Operator (DSO) m 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

Answer:

B, D

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:

Question 6

Question Type: MultipleChoice

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

Options:

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

Answer:

B

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