Free Questions for Energy-and-Utilities-Cloud by certsdeals

Shared by Galloway on 24-05-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

A company's energy and utilities org uses Permission Set Licenses What are the two methods to control users access to features and functionality?

Options:

A- Permission Sets

B- Sharing Settings

C- Permission Set Groups

D- Managed Package Licenses

Answer:

A, C

Explanation:

In Salesforce Energy and Utilities Cloud, as well as across the Salesforce platform, controlling user access to features and functionality can be effectively managed using Permission Sets and Permission Set Groups.

Permission Sets are collections of settings and permissions that grant access to various tools and functions within Salesforce. They can be used to extend users' access rights without altering their primary profile.

Permission Set Groups are a way to organize Permission Sets, making it easier to assign and manage access for users. They allow administrators to bundle multiple Permission Sets into a single assignment, streamlining the process of granting necessary permissions to users. These tools are essential for tailoring access controls to meet the specific needs of an organization and ensuring that users have the appropriate level of access to perform their roles. Reference = Salesforce documentation provides detailed information on managing user access with Permission Sets and Permission Set Groups, emphasizing their importance in configuring secure and functional access controls within the Salesforce platform: https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5

Question 2

Question Type: MultipleChoice

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

Options:

A- Accounts with RecordType Business are used to represent B2B customers.

B- Accounts with RecordType Consumer are used to represent B2C customers

C- Person accounts are used to represent B2C customers.

D- Accounts with RecordType Service are used to represent B28 customers

Answer:

A, B

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. Reference = 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/

Question 3

Question Type: MultipleChoice

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 to standard Salesforce Communities?

Options:

A- Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex

B- Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities' website

C- 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

D- Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make implementations simple and easy

Answer:

B

Explanation:

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. Reference = 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/

Question 4

Question Type: MultipleChoice

An energy company wants to sell additional commodity products related to services other than electricity and gas.

Which three enhancements need to be considered?

Options:

A- Extend the value list on the status picklist for cases

B- Extend the value list on the product family picklist for product object.

C- Extend the value list on the service type picklist for service points

D- Extend the entries of record types on account object.

E- Extend the entries of record types on inventory item object.

Answer:

B, C, E

Explanation:

When an energy company wants to sell additional commodity products related to services beyond electricity and gas, it needs to consider enhancing the Salesforce Energy and Utilities Cloud by: B. Extending the value list on the product family picklist for the product object to accommodate new product types. C. Extending the value list on the service type picklist for service points to include new services. E. Extending the entries of record types on the inventory item object to manage additional products in inventory.

These enhancements ensure the system accurately reflects the company's expanded offerings, enabling effective management and sales of a broader range of services and products. Reference = The Salesforce Energy and Utilities Cloud data model documentation and customization guides provide information on extending picklists and record types to accommodate new products and services, allowing companies to tailor the platform to their evolving business needs: https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/

Question 5

Question Type: MultipleChoice

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 communication9

Options:

A- Communications Cloud

B- Marketing Cloud

C- Sales Cloud

D- Service 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/

Question 6

Question Type: MultipleChoice

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?

Options:

A- Service Account

B- Account

C- Bill

D- Statement

Answer:

C

Explanation:

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. Reference = 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_and_utilities/

Question 7

Question Type: MultipleChoice

The project team wants to use the Customer Acquisition Management application to set up and automate the customer enrollment and selling of utility products, services and offers to new customers A concern is raised about the final Ul layout, which needs to be adapted

to the branding of the company.

What two processes can modify the look and feel of the application?

Options:

A- Modify the VEELogoCard FlexCard to change the customer logo.

B- Modify the VEEDigitalOrder Omniscript to adapt the look and feel to suit the company's requirements

C- Modify the VEEConsumerLandingScfeen FlexCard to change the background color, text font size, and style.

D- Modify the application Page Layout to change/add/remove selected elements

Answer:

B, C

Explanation:

In the Salesforce Energy and Utilities Cloud, customizing the UI to align with company branding during the customer acquisition process is crucial for maintaining a consistent user experience. Modifying the VEEDigitalOrder Omniscript allows for detailed customization of the customer journey and interaction points within the application, aligning it with the company's branding requirements. Additionally, altering the VEEConsumerLandingScreen FlexCard provides the capability to adjust visual elements such as background color, text font size, and style directly, ensuring the interface reflects the company's visual identity effectively. Reference = These customization processes are supported by Salesforce Energy and Utilities Cloud documentation, specifically in sections related to Omniscript and FlexCard

configurations for enhancing user interfaces in utility applications.https://developer.salesforce.com/docs/atlas.en-us.omniscript_developer_guide.meta/omniscript_developer_guide/omniscript

Question 8

Question Type: MultipleChoice

Having completed discovery and solution design, and as the project team moves into the implementation phase, what should be the first step in the build process?

Options:

A- Start evaluating products and offerings from as many third-party suppliers as possible.

B- Immediately start building the solution in their favorite technology.

C- install Salesforce Service Cloud and start building custom objects and APEX classes.

D- Select the Energy and Utilities Cloud applications that best meet the company's needs

Answer:

D

Explanation:

As the project team transitions from the discovery and solution design phase to implementation, the first step in the build process should be selecting the Energy and Utilities Cloud applications that best align with the company's specific needs. This step ensures that the foundation of the project is based on applications that directly address the identified business requirements and goals, enabling a more targeted and effective implementation strategy. Starting with a clear selection of the appropriate Energy and Utilities Cloud applications allows for focused development efforts and maximizes the efficiency of the project team. Reference = Salesforce Energy and Utilities Cloud documentation outlines the importance of selecting the right applications as a critical initial step in the implementation process. This approach is supported by best practices in project management and implementation strategies for Salesforce solutions: https://www.salesforce.com/products/industries/energy-and-utilities/overview/

Question 9

Question Type: MultipleChoice

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?

Options:

A- Product Scheduling

B- Revenue Scheduling

C- Quantity Scheduling

D- Inventory Scheduling

Answer:

A, C

Explanation:

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. Reference = 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

Question 10

Question Type: MultipleChoice

A call center agent uses the Energy and Utilities Contact Center Console to schedule a field technician appointment for a customer.

What license is needed to complete this customer requirement?

Options:

A- Salesforce Field Service license

B- Salesforce Contact Center license

C- Energy and Utilities Base Service license

D- Salesforce Service Console license

Answer:

C

Explanation:

To schedule a field technician appointment using the Energy and Utilities Contact Center Console, the call center agent requires the Energy and Utilities Base Service license. This specific license grants access to the functionalities and features within the Energy and Utilities Cloud, including the ability to schedule appointments and manage field service operations directly from the Contact Center Console. It's tailored to meet the unique requirements of energy and utility companies, providing the necessary tools to support customer service and field service coordination. Reference = The Salesforce Energy and Utilities Cloud documentation details the licensing requirements for using the platform, including the need for the Energy and Utilities Base Service license for call center agents performing tasks such as scheduling field technician appointments: https://www.salesforce.com/products/industries/energy-and-utilities/overview/

Question 11

Question Type: MultipleChoice

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

Options:

A- Salesforce Export Wizard

B- OmniStudio DataPacks

C- IDX Workbench

D- DataLoader.io

Answer:

B

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/

To Get Premium Files for Energy-and-Utilities-Cloud Visit

https://www.p2pexams.com/products/energy-and-utilities-cloud

For More Free Questions Visit

https://www.p2pexams.com/salesforce/pdf/energy-and-utilities-cloud