Free Questions for Energy-and-Utilities-Cloud

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Question 1

Question Type: MultipleChoice

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?

Options:

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 Omniscript

D- An integration Procedure with a DocuSign Signature action can be called from an Omniscript to email the contract for signature

Answer:

B, D

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 2

Question Type: MultipleChoice

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?

Options:

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.

Answer:

A

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 3

Question Type: MultipleChoice

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

Options:

A- Customer Story

B- Multiple tabs, such as Overview.Biling. and Usage

C- Configuration options with significant coding

D- Rate Comparison

E- Customer 360 view

Answer:

B, D, E

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 4

Question Type: **MultipleChoice**

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?

Options:

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 m 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

Answer:

C

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 5

Question Type: MultipleChoice

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?

Options:

A- Creating Apex trigger

B- Adding fields in CPQ configuration

C- Adding fields in Checkout method

D- Using Field Mapper

Answer:

D

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 6

Question Type: MultipleChoice

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?

Options:

A- Create a custom formula m DataRaptor Load.

B- Create an Apex Class

C- Create a custom field in the Contract object

D- Create a custom formula m DataRaptor Extract

Answer:

D

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

Question Type: MultipleChoice

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?

Options:

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 Produc12 object

D- A picklist field can be added to the Prodoct2 object

Answer:

D

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 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

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.