Salesforce

AP-207

Energy and Utilities Cloud Accredited Professional

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Product Version

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2. **Questions and Answers in PDF Format.**

Latest Version: 6.0

Question: 1

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?

A. Identify the data sources to generate the customer's new connections reports and dashboards
B. Define the business stakeholders for the customer's new connections process.
C. Define the data to be migrated for the customer's connections process
D. Define the metrics to measure the customer's new connections process.

Answer: A, D

Explanation:
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.

Reference = 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 and dashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

Question: 2

Energy and utility organizations are going through digital transformations that place a greater focus on customers and employees
Which three changes are disrupting the energy and utilities market?

A. Regulatory and technology changes

B. Digital first and work-from anywhere in real time
C. Removing the complexity from the business
D. Capitalization of the cloud
E. Customer expectations and values

Answer: A, B, E

Explanation:
The energy and utilities market is currently experiencing significant disruption due to several factors. Regulatory and technology changes are at the forefront, with new policies and advancements in technology pushing companies towards more sustainable and efficient operations. Digital-first strategies and the capability to work from anywhere in real time are also transformative, as they allow for greater flexibility, improved customer service, and enhanced operational efficiency. Finally, changing customer expectations and values, particularly regarding sustainability, reliability, and personalized service, are influencing how energy and utilities companies operate. These disruptions require companies to adapt and innovate, leveraging digital transformation to meet evolving demands.

Reference = These insights are based on Salesforce's discussions on industry trends and challenges within the Energy and Utilities Cloud documentation and resources. Key topics include digital transformation, customer engagement, and adapting to regulatory changes. Salesforce's industry insights and trend analysis provide a comprehensive overview of these disruptions.

Question: 3

An energy company is looking to track relationships with their electricity and gas business-to-consumer (B2C) subscribers and differentiate them from their business-to-business (B2B) corporate accounts.
Which two functionalities should the energy and utilities consultant use for the customer data model?

A. Use the Account Contact Relation object
B. Use the Consumer Account record type
C. Enable Person Accounts to model consumers.
D. Use Contacts just for B2B scenarios.

Answer: B, C

Explanation:
To track relationships with electricity and gas B2C subscribers and differentiate them from B2B corporate accounts effectively, consultants should utilize two specific functionalities within Salesforce Energy and Utilities Cloud. The first is enabling Person Accounts to model consumers. Person Accounts are ideal for B2C scenarios because they allow for the representation of

individual consumers in a manner that's separate from the more complex B2B corporate accounts, which are typically modeled using standard Account records. Secondly, using the Consumer Account record type can further differentiate between these two distinct types of customers. This functionality allows for the customization of fields, page layouts, and processes specific to the consumer sector, facilitating more targeted management and engagement strategies.

Reference = The Salesforce Energy and Utilities Cloud documentation offers guidance on configuring the customer data model to support diverse customer types, including B2B and B2C. Specific sections on Account and Contact Management provide insights into the use of Person Accounts and record types for segmenting and managing customer relationships effectively.

Question: 4

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

Answer: D

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: 5

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 m the process horary
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

Answer: A, C

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.omniscript_developer_guide.meta/omniscript_developer_guide/omniscript_about.htm, https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

Question: 6

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.

Answer: B, D

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: 7

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

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.

Question: 8

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 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: 9

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 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: 10

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

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

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