



**DEMO VERSION**

**Salesforce**

## Energy-and-Utilities-Cloud Exam

Energy and Utilities Cloud Accredited Professional



Exam Latest Version: 7.0



### Question 1. (Multi Select)

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.

**Correct 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.

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### Question 2. (Single Select)

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**

**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/>

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**Question 3. (Multi Select)**

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**

**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/>

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**Question 4. (Single Select)**

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**

**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.

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### Question 5. (Single Select)

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 Product2 object

**Correct 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](https://help.salesforce.com/articleView?id=cpq_products.htm&type=5)

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