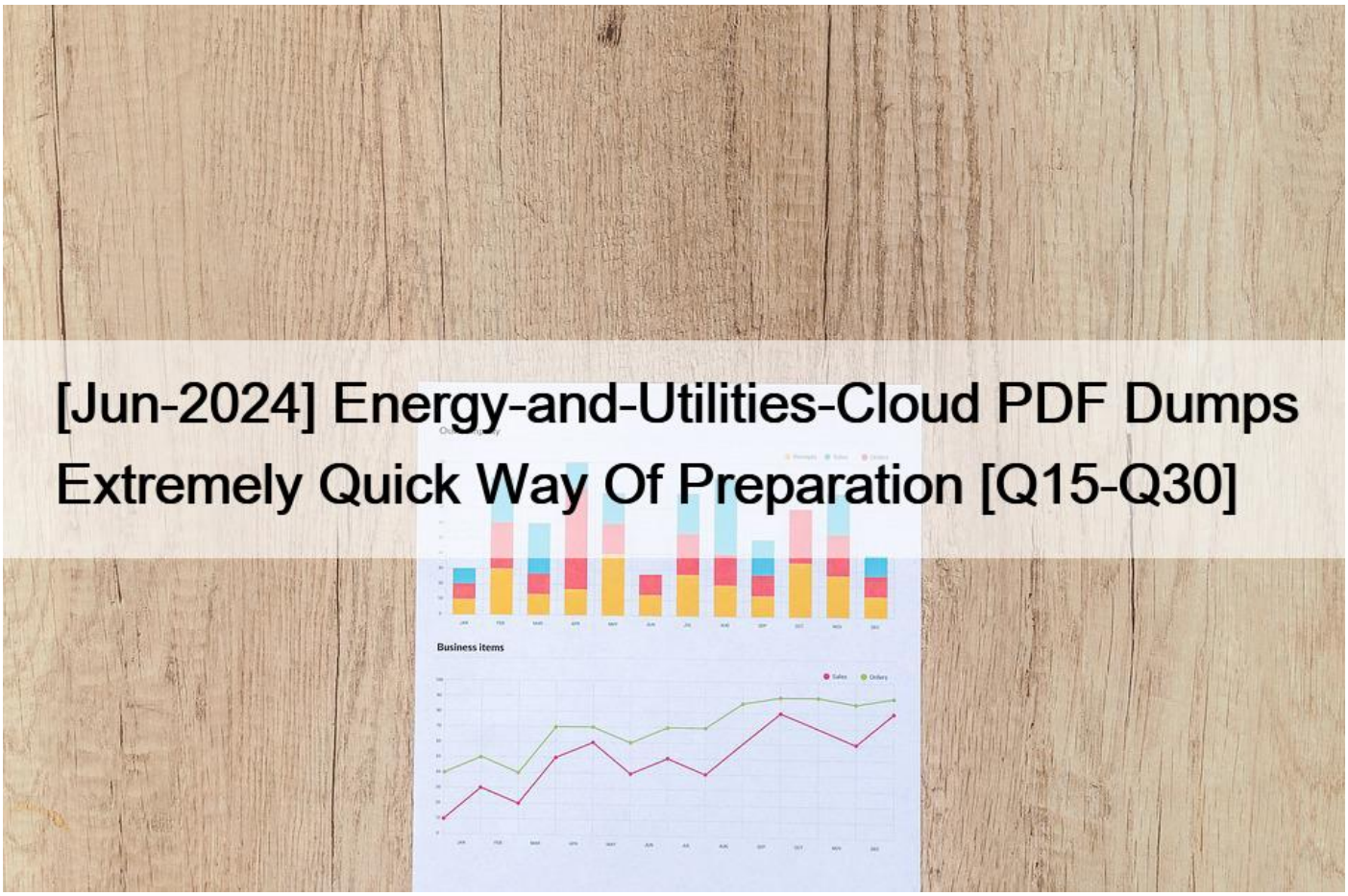
[Jun-2024 Energy-and-Utilities-Cloud PDF Dumps Extremely Quick Way Of Preparation [Q15-Q30



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Energy-and-Utilities-Cloud Dumps (2024) - Free PDF Exam Demo NO.15 What tool should be used to migrate configurations from sandbox to production when a customer has completed configuring OmniStudio components?

* Salesforce Export Wizard
* OmniStudio DataPacks
* IDX Workbench
* DataLoader.io

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.References=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/

NO.16 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 tostandard Salesforce Communities?
* Energy and utilities Cloud for Communities comes with a set of customizations that would otherwise have to be created through Apex
* Energy and utilities Cloud extends the data model, user interfaces, integrations, and processes used in the call center to the self-service communities’ website
* 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
* Energy and Utilities Cloud includes a self-service portal built on communities that cannot be further modified to make implementations simple and easy

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.References= 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/

NO.17 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?
* Modify the VEELogoCard FlexCard to change the customer logo.
* Modify the VEEDigitalOrder Omniscript to adapt the look and feel to suit the company’s requirements
* Modify the VEEConsumerLandingScfeen FlexCard to change the background color, text font size, and style.
* Modify the application Page Layout to change/add/remove selected elements

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.References= 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_dev

NO.18 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?
* A Pricing Plan Entry, with type as Price and charge type as Recurring
* A Price Book Entry, with amount as $60. currency as USD and charge type as Recurring
* A Price List Entry, with amount as $60. currency as USD and charge type as Recurring
* A Pricing Variable, with type as Price and charge type as Recurring

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.References= Salesforce Industries CPQ documentation provides detailed guidelines on setting up pricing for various

types of products and services, including recurring subscription services. This includes creating and managing Price List Entries to define pricing terms:https://help.salesforce.com/articleView?id=cpq_create_price_list.htm&type=5

NO.19 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?
* 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
* 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.
* 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
* Recommend the introduction of another systems integration partner who specializes m building integrations from Salesforce tobillingsystems.
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.References= 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/

NO.20 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?
* Identify the data sources to generate the customer’s new connections reports and dashboards
* Define the business stakeholders for the customer’s new connections process.
* Define the data to be migrated for the customer’s connections process
* Define the metrics to measure the customer’s new connections process.
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.References= 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 anddashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

NO.21 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?
* Energy and Utilities Cloud for Digital Experience User
* Energy and Utilities Base

* Energy and Utilities Base for Digital Experience Partner
* Energy and Utilities Base Service

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.

References= 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.

NO.22 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?

* Product Scheduling
* Revenue Scheduling
* Quantity Scheduling
* Inventory Scheduling

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.References= 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

NO.23 An energy company wants to sell additional commodity products related to services other than electricity and gas.

Which three enhancements need to be considered?

* Extend the value list on the status picklist for cases
* Extend the value list on the product family picklistfor product object.
* Extend the value list on the service type picklist for service points
* Extend the entries of record types on account object.
* Extend the entries of record types on inventory item object.

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.References= 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_

NO.24 How is the Energy and Utilities Cloud solution installed on an org?
* Its included as part of core and will be deployed when licenses are purchased
* Its installed as a managed package and unmanaged components
* A specialized org that Salesforce creates with the solution installed is required
* The functionality is unlocked based on the license types assigned to the org

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.References= 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

NO.25 An energy company urgently needs to replace its current customer information system (CIS). The current system is at end-of-life and unsupported Because the cost to replace the CIS is so high, executives contemplate putting all other projects on hold. This would delay the planned Energy and Utilities Cloud implementation.

The executive committee asks a consultant for a recommended, cost-effective approach to maximize the return on investment.

Which two courses of action should the consultant recommend?
* Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
* First, implement Energy and Utilities Cloud and integrate it with the current customer information system through a q middleware platform. Then, replace the customer information system with a more modern one and reconnect the integration points between middleware and the new CIS.
* To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
* Cancel the Energy and Utilities Cloud implementation and replace the CIS. because modem CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.

These recommended actions provide a strategic approach to maximize return on investment while addressing urgent system replacement needs. Implementing Energy and Utilities Cloud alongside a new cloud-based billing system offers a modernized, scalable solution that enhances operational efficiency. Alternatively, integrating Energy and Utilities Cloud with the existing CIS via middleware allows for immediate enhancements in utility operations with the flexibility to upgrade the CIS subsequently. This phased approach reduces disruption and spreads out capital expenditures over time, aligning with strategic financial planning and ensuring continuity of service.References= Best practices for implementing Salesforce Energy and Utilities Cloud alongside other critical IT systems are covered in Salesforce’s strategic implementation guides, providing a framework for decision-making that balances immediate needs with long-term strategic goals.

https://www.salesforce.com/products/industries/energy-and-utilities/overview/

NO.26 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?
* Create a Master quote, create group(s). add the quote group members, add products, and apply to the group.
* Create quotes for each individual site and add products, then run multi-site batch jobs.
* Create an opportunity, add products to it. then submit it tothe MultiAppHandler class
* Create a multi-site quote, add members to the quote, and add products for each site

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.References= 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

NO.27 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?
* Establish a testing and validation process to ensure that the data is accurate and complete
* Migrate the data using one of the available tools, such as the Salesforce Data Loaderor third party data migrationtools.
* Assess the data m the legacy system to determine what needs to be migrated and what can be left behind
* Clean, transform, and format the source data to meet the requirements of the Energy and Utilities Cloud Data Model

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.References= 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.h

NO.28 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
* Communications Cloud
* Marketing Cloud
* Sales Cloud
* Service Cloud

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.References= 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/

NO.29 Which four objects does the EnergyRuntimeServiceSFS sample permission set give View All and Modify All permissions to a user?
* Work Order. Work Order Line Hem, Service Appointment, Work Type
* Work Order. Work Type. Service Appointment. Service Territory
* Work Order. Work Order Line Item Work Procedure. Work Plan
* Work Order. Work Order Line item. Service Territory. Work Type

The EnergyRuntimeServiceSFS sample permission set within Salesforce Energy and Utilities Cloud grants

“View All” and “Modify All” permissions to a user for the following objects: A.Work Order,Work Order Line Item,Service Appointment,Work Type. These permissions ensure that users assigned to this permission set have comprehensive access to manage and update records related to service fulfillment, including detailing the work to be done (Work

Order and Work Order Line Item), scheduling and managing appointments for service execution (Service Appointment), and defining the nature of the work (Work Type). This level of access is critical for roles that are involved in the planning, scheduling, and execution of service orders within the utility sector.References= Salesforce documentation on service and field service management, including the configuration of permission sets for service operations, provides insights into the setup and customization of access controls for managing work orders and service appointments:https://help.salesforce.com/articleView?id=fs_perm_sets.htm&type=5

NO.30 An energy utility company is implementing the Customer Acquisition Management application. The application should support unauthenticated self-serve portal users.

What’s the preferred method to configure the application security to meet the requirement?
* The Customer Acquisition Management application cannot support unauthenticated self serve portal users
* A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
* A consultant shouldcreate new permission sets to grant appropriate access to all required objects.
* A consultant should assign an EnergyftuntimeB2CSales sample permission set to the Guest User profile and an Energyfiuntime82CSalesCustomerCommunityUser sample permission set to customer community users.
For the Customer Acquisition Management application to support unauthenticated self-serve portal users, the correct configuration of permission sets is crucial. The EnergyRuntimeB2CSales sample permission set designed for Guest User profiles enables unauthenticated users to interact with necessary parts of the application without compromising security or functionality. Additionally, the EnergyRuntimeB2CSalesCustomerCommunityUser permission set provides authenticated community users with appropriate access rights, ensuring a seamless user experience across both authenticated and unauthenticated scenarios.References= The setup and configuration of these permission sets are discussed in the Salesforce Energy and Utilities Cloud security and user management documentation, ensuring applications like Customer Acquisition Management are accessible yet secure.