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## 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 in the process history
- 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.omniscrypt\\_developer\\_guide/meta/omniscrypt\\_developer\\_guide/omniscrypt\\_about.htm,](https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide/meta/omniscrypt_developer_guide/omniscrypt_about.htm)

[https://help.salesforce.com/articleView?id=flexcards\\_considerations.htm&type=5](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 clarity 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 Product2 object
- D. A picklist field can be added to the Product2 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=cpg\\_products.htm&type=5](https://help.salesforce.com/articleView?id=cpg_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 in DataRaptor Load.
- B. Create an Apex Class
- C. Create a custom field in the Contract object
- D. Create a custom formula in 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\\_dataportr.htm&type=5](https://help.salesforce.com/articleView?id=industries_cpq_dataportr.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](https://help.salesforce.com/articleView?id=cpq_field_mapping.htm&type=5)

### Question: 11

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?

- 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 in 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](https://developer.salesforce.com/docs/atlas.en-us.dat.meta/dat/data_import_what_you_need_to_know.htm)

## **Question: 12**

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

- A. Customer Story
- B. Multiple tabs, such as Overview, Billing, and Usage
- C. Configuration options with significant coding
- D. Rate Comparison
- E. Customer 360 view

**Answer: BDE**

**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: 13**

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?

- 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/](https://developer.salesforce.com/docs/atlas.en-us.dev_lifecycle.meta/dev_lifecycle/)

**Question: 14**

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?

- 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: 15

How is the Energy and Utilities Cloud solution installed on an org?

- A. Its included as part of core and will be deployed when licenses are purchased
- B. Its installed as a managed package and unmanaged components
- C. A specialized org that Salesforce creates with the solution installed is required
- D. The functionality is unlocked based on the license types assigned to the org

**Answer: B**

#### Explanation:

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. Reference = 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>

### Question: 16

An energy company wants to accurately price quotes for new, small and medium businesses, which two scenarios would require integration to a third-party system?

- A. Some customers existed on a legacy billing system from previous contracts
- B. Meter technical data is required from the Distributed System Operator (DSO) in order to confirm supply is possible
- C. The potential customer began their journey using WhatsApp.
- D. Credit ratings are actively used as a pricing input for small and medium business customers

**Answer: B, D**

#### Explanation:

For accurately pricing quotes for new, small, and medium business customers, integration with third-party systems is necessary in scenarios where meter technical data is required from the Distributed System Operator (DSO) to confirm supply capability (B), and where credit ratings are used as a pricing input (D). Integrating with the DSO's systems ensures accurate supply feasibility assessments, while integrating with credit rating agencies provides the necessary financial risk insights to inform pricing decisions effectively. Reference = Salesforce Energy and Utilities Cloud documentation on pricing and quoting emphasizes the need for accurate

data, which may require integration with external systems for meter data and credit assessments. Information on integrating Salesforce with external systems for enhanced quoting accuracy can be found in Salesforce's integration and API documentation: <https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/>

## Question: 17

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?

- A. 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
- B. 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.
- C. 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
- D. Recommend the introduction of another systems integration partner who specializes in building integrations from Salesforce to billing systems.

**Answer: A**

### Explanation:

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. Reference = 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/>

## Question: 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. A Pricing Plan Entry, with type as Price and charge type as Recurring
- B. A Price Book Entry, with amount as \$60, currency as USD and charge type as Recurring
- C. A Price List Entry, with amount as \$60, currency as USD and charge type as Recurring
- D. A Pricing Variable, with type as Price and charge type as Recurring

**Answer: A, C**

### Explanation:

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. Reference = 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](https://help.salesforce.com/articleView?id=cpq_create_price_list.htm&type=5)

## Question: 19

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?

- A. Create a Master quote, create group(s). add the quote group members, add products, and apply to the group.
- B. Create quotes for each individual site and add products, then run multi-site batch jobs.
- C. Create an opportunity, add products to it. then submit it to the MultiAppHandler class
- D. Create a multi-site quote, add members to the quote, and add products for each site

**Answer: A**

Explanation:

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. Reference = 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](https://help.salesforce.com/articleView?id=cpq_quotes.htm&type=5)

## Question: 20

An energy company wants to calculate the estimated monthly amount a customer needs to pay. How can a consultant configure Energy and Utilities Cloud CPQ to calculate monthly commodity pricing?

- A. Using onetime price
- B. Using monthly recurring price
- C. Using a subscription pricing plan
- D. Using usage price

**Answer: D**

Explanation:

To calculate the estimated monthly amount a customer needs to pay for their commodity usage, configuring

Energy and Utilities Cloud CPQ to use usage-based pricing is the most appropriate approach. This method allows for the calculation of charges based on the actual consumption of the commodity, which can vary from month to month. Usage-based pricing provides the flexibility to accurately reflect a customer's consumption patterns in their billing, offering a transparent and fair pricing model that aligns with the variable nature of commodity usage. Reference = Salesforce Industries CPQ documentation details how to configure and use usage-based pricing, emphasizing its suitability for industries where consumption can vary significantly, such as energy and utilities: [https://help.salesforce.com/articleView?id=cpq\\_usage\\_based\\_pricing.htm&type=5](https://help.salesforce.com/articleView?id=cpq_usage_based_pricing.htm&type=5)

## Question: 21

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

- 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/>

## Question: 22

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?

- 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: 23

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?

- 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](https://help.salesforce.com/articleView?id=products_schedules_overview.htm&type=5)

### Question: 24

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?

- 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: 25

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 UI layout, which needs to be adapted to the branding of the company.

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

- A. Modify the VEELogoCard FlexCard to change the customer logo.
- B. Modify the VEEDigitalOrder Omniscrypt to adapt the look and feel to suit the company's requirements
- C. Modify the VEEConsumerLandingScreen FlexCard to change the background color, text font size, and style.
- D. Modify the application Page Layout to change/add/remove selected elements

## Answer: BC

### 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 Omniscrypt 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 Omniscrypt and FlexCard configurations for enhancing user interfaces in utility applications. [https://developer.salesforce.com/docs/atlas.en-us.omniscrypt\\_developer\\_guide.meta/omniscrypt\\_developer\\_guide/omniscrypt](https://developer.salesforce.com/docs/atlas.en-us.omniscrypt_developer_guide.meta/omniscrypt_developer_guide/omniscrypt)

## Question: 26

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?

- 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/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

### Question: 27

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 communication?

- 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: 28

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

Which three enhancements need to be considered?

- 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/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

## Question: 29

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?

- 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: 30

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

- 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/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

### Question: 31

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

- 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](https://help.salesforce.com/articleView?id=perm_sets_overview.htm&type=5)

### Question: 32

An energy company runs utility-specific processes in the backend customer information system (CIS) and billing systems with minimal visibility to service agents. The company embarks on a multi-year digital transformation initiative to provide a Customer 360 view to its service agents.

What two licenses should be recommended and mapped in the future state architecture to align with the business vision?

- A. Service Cloud
- B. Contract Lifecycle Management (CLM)
- C. Configure Prince Quote (CPQ)
- D. Energy and utility Base

**Answer: A, D**

#### Explanation:

For an energy company embarking on a digital transformation initiative to provide a 360-degree customer view to service agents, the recommended licenses are: A. Service Cloud: Essential for enabling service agents to manage customer interactions and service requests efficiently, providing tools for case management, customer service analytics, and more. D. Energy and Utilities Base: Specifically tailored to the energy and utilities sector, this license provides access to industry-specific data models, workflows, and functionality designed to manage the complex needs of energy providers. Together, these licenses ensure that service agents have access to comprehensive customer information and the specialized tools needed to support the unique requirements of the energy and utilities sector. Reference = Salesforce Energy and Utilities Cloud documentation and Service Cloud resources detail the functionalities and benefits of these licenses, highlighting their role in supporting customer service and industry-specific processes:

<https://www.salesforce.com/products/service-cloud/overview/>,

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

### Question: 33

Which four objects does the EnergyRuntimeServiceSFS sample permission set give View All and Modify All permissions to a user?

- A. Work Order. Work Order Line Item, Service Appointment, Work Type
- B. Work Order. Work Type. Service Appointment. Service Territory
- C. Work Order. Work Order Line Item Work Procedure. Work Plan
- D. Work Order. Work Order Line item. Service Territory. Work Type

**Answer: A**

**Explanation:**

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. Reference = 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](https://help.salesforce.com/articleView?id=fs_perm_sets.htm&type=5)

**Question: 34**

When considering data mastery in Energy and Utilities Cloud, which two types of data should remain mastered in the relevant legacy application?

- A. Caserdated data
- B. Contact data
- C. Meter reading data
- D. Billing related data

**Answer: C, D**

**Explanation:**

In the context of data mastery in Salesforce Energy and Utilities Cloud, certain types of data should remain mastered in the relevant legacy applications due to their specialized nature and the complexities involved in their management. These include: C. Meter Reading Data: Typically generated by systems dedicated to capturing and processing readings from energy meters. This data is central to billing and consumption analysis and often requires specialized systems to manage. D. Billing Related Data: Involves complex calculations, tariff management, and financial transactions. Legacy billing systems are usually deeply integrated with financial management processes and may be subject to regulatory compliance requirements. Keeping these data types mastered in their respective legacy systems while integrating them with Salesforce for visibility and customer service can offer the best balance of specialized control and comprehensive customer management. Reference = Salesforce Energy and Utilities Cloud documentation often discusses integration strategies for legacy systems, particularly for critical and complex data types like meter readings and billing information, highlighting best practices for achieving a comprehensive view of customer data: <https://developer.salesforce.com/docs/atlas.en->

### Question: 35

An energy company provides gas and electricity services to some of its customers, but not all. When a new customer moves in, what object is used to determine what type of service is available at the premise?

- A. Meter
- B. Account
- C. Service Point
- D. Asset

**Answer: C**

#### Explanation:

In Salesforce Energy and Utilities Cloud, the Service Point object is used to determine the type of service available at a premise. This object represents a physical location where utility services are delivered, such as electricity or gas. By associating service points with specific types of utility services, energy companies can effectively manage and track the availability of different services for new and existing customers. This enables precise and efficient service provisioning, ensuring that customers receive the appropriate utility services based on their location and service point characteristics. Reference = The Salesforce Energy and Utilities Cloud documentation provides detailed information on the data model, including the role of the Service Point object in managing utility service delivery and availability: [https://developer.salesforce.com/docs/atlas.en-us.industries\\_energy\\_and\\_utilities.meta/industries\\_energy\\_and\\_utilities/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

### Question: 36

An energy company implemented Energy and Utilities Cloud and deployed the Utility Self-Serve Portal. The next phase of the implementation includes a requirement to show a consumption history graph on the Self-Serve Portal.

What three things are needed to meet the requirement?

- A. Develop a new graph component to show the usage data, and connect it to the data source using integration procedures.
- B. Use a standard graph component available in the Utility Self-Serve Portal Application as a starting point. Then, modify the component and connect it to the right data source using integration procedures.
- C. Develop or configure integration between Energy and Utilities Cloud and the source system that contains the required data.
- D. Develop or configure integration between Energy and Utilities Cloud and the energy company's customer information system to get the monthly usage information.
- E. Ask IT where the most suitable source of data that provides the required usage detail is. Assess the next steps based on the findings.

**Answer: B C D**

#### Explanation:

To display a consumption history graph on the Self-Serve Portal for an energy company that has implemented Salesforce Energy and Utilities Cloud, the following steps are essential: B. Use a standard graph component available within the Utility Self-Serve Portal Application as a starting point. Then, modify this component as necessary and connect it to the appropriate data source using integration procedures. This approach leverages existing resources to efficiently meet the requirement. C. Develop or configure integration between Salesforce Energy and Utilities Cloud and the source system that contains the required data. This integration ensures that the graph component has access to accurate and up-to-date consumption data. D. Develop or configure integration between Salesforce Energy and Utilities Cloud and the energy company's customer information system to obtain monthly usage information. This specific integration provides the detailed consumption data needed for the graph.

These steps collectively enable the display of consumption history in a graphical format, enhancing the user experience on the Self-Serve Portal by providing valuable insights into energy usage. Reference = Salesforce documentation on Energy and Utilities Cloud and development guides for creating and integrating custom components within Salesforce communities offer insights into fulfilling such requirements:

<https://developer.salesforce.com/docs>

### Question: 37

An energy company was onboarded on Energy and Utilities Cloud. They want to see how many Energy and Utilities Cloud licenses are assigned.

What's the most effective way to check for the number of their assigned Energy and Utilities Cloud licenses?

- A. Call Salesforce Support to get the Energy and Utilities Cloud information.
- B. Go to Setup -> Company Information -> Permission Set Licenses.
- C. Go to Setup -> installed Packages -> Velocity CMT to see the Energy and Utilities Cloud license information.
- D. Execute a SOQL query to retrieve the license count

**Answer: B**

#### Explanation:

The most effective way to check for the number of assigned Salesforce Energy and Utilities Cloud licenses is through the Salesforce Setup menu. By navigating to Setup, then to Company Information, and looking at the Permission Set Licenses section, administrators can quickly view the number of licenses assigned and available for various Salesforce products, including Energy and Utilities Cloud. This method provides a straightforward and accessible means of license management within the Salesforce environment. Reference = Salesforce's official documentation on managing licenses, including viewing assigned licenses through the Company Information section, provides comprehensive guidance:

[https://help.salesforce.com/articleView?id=users\\_license\\_types\\_available.htm](https://help.salesforce.com/articleView?id=users_license_types_available.htm)

### Question: 38

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?

- A. The Customer Acquisition Management application cannot support unauthenticated self serve portal users

- B. A consultant should assign an EnergyRuntimeSales sample permission set to the Guest User profile and an EnergyRuntimeSalesCustomerCommunityUser sample permission set to customer community users.
- C. A consultant should create new permission sets to grant appropriate access to all required objects.
- D. A consultant should assign an EnergyRuntimeB2CSales sample permission set to the Guest User profile and an EnergyRuntimeB2CSalesCustomerCommunityUser sample permission set to customer community users.

**Answer: D**

**Explanation:**

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.

Reference = 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.

**Question: 39**

An energy and utilities company wants to use objects for multi-site locations. What three objects can they use out of the box?

- A. Service Account
- B. Quote
- C. Service Point
- D. Premises
- E. Asset

**Answer: A, C, D**

**Explanation:**

For an energy and utilities company looking to manage multi-site locations using Salesforce Energy and Utilities Cloud, the following objects can be utilized out of the box: A. Service Account: Represents the account receiving the service and can be used to organize and relate to multiple

service locations. C. Service Point: Represents a specific physical location where services are delivered or measured, such as a metering point for utilities. D. Premises: Represents the physical location or property where service points are located, enabling the organization of multiple service points within a larger geographical or physical area.

These objects collectively facilitate the effective management of multi-site locations, providing a structured approach to tracking service delivery and consumption across different sites. Reference = The Salesforce Energy and Utilities Cloud documentation outlines the use of these objects within the standard data model, providing a foundation for managing complex site structures and utility services:

[https://developer.salesforce.com/docs/atlas.en-us.industries\\_energy\\_and\\_utilities.meta/industries\\_energy\\_and\\_utilities/](https://developer.salesforce.com/docs/atlas.en-us.industries_energy_and_utilities.meta/industries_energy_and_utilities/)

## Question: 40

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?

- A. Implement Energy and Utilities Cloud and simultaneously replace the customer information system with a cloud based billing system.
- B. 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.
- C. To avoid reworking to integrations, deploy a new customer information system first then implement Energy and Utilities Cloud.
- D. Cancel the Energy and Utilities Cloud implementation and replace the CIS. because modern CIS systems have all the necessary functionality to effectively track and manage customer engagements in any channel.

**Answer: AB**

### Explanation:

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.

Reference = 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/>

## Question: 41

An energy company generates all new contracts through the Contract Lifecycle Management solution Salesforce Industries. After a demo, the manager is very interested in using the redlining online doc feature and the reusing clauses library.

According to the manager's expectations, which template type should the developer choose to generate new contracts?

- A. JSON Based Document Template
- B. The Velocity Web Template

- C. POF Template
- D. The Microsoft Word Document Template

**Answer: D**

Explanation:

### **Question: 42**

A developer discovers that the Lightning Web Components in their Energy and Utilities Cloud org aren't being rendered correctly.

What could be the likely reason for this issue?

- A. The developer needs to re-write the components to be compatible with Energy and Utilities Cloud.
- B. Lightning Web Components aren't supported on Energy and Utilities Cloud.
- C. Remote Site Settings entries are missing.
- D. There are incorrect permissions on Lightning Web Components.

**Answer: D**

Explanation:

### **Question: 43**

What's an example of a parent and child premise record?

A. The parent premise is the type of service provided, and the child is the apartment. B. The parent premise is the apartment building, and the child is the apartment unit. C. The parent premise is the apartment unit, and the child is the apartment building. D. The parent premise is the apartment, and the child is the type of service provided.

**Answer: B**

Explanation:

### **Question: 44**

An energy company is implementing Energy and Utilities Cloud for their contact center and is in the process of importing contact information from the billing system to Salesforce. An administrator has been asked if and how the contact data updated in Salesforce will be reflected back in the billing system.

What two options can be presented back as potential solution?

Choose 2 answers

- A. Salesforce will be the system of record for contacts and it doesn't need to update the billing system in the future.
- B. The billing system can query Salesforce every night to retrieve changes made to contacts.
- C. Salesforce can send the updated information to the billing system in real-time or batch if it's required,

D. Salesforce Export Wizard will automatically create a csv of contact information to be imported to the billing system.

**Answer: B, C**

Explanation:

### **Question: 45**

An energy company is implementing Energy and Utilities Cloud for its service center agents. Which two of the following business processes should be part of their test scenarios?

Choose 2 answers

- A. Set up a payment arrangement.
- B. Manage a customer moving out.
- C. Manage changes to contract clauses.
- D. Create a multi-site quote.

**Answer: A, B**

Explanation:

### **Question: 46**

During a discovery session, an energy company mentioned they have a high response rate for customer satisfaction surveys. However, the company has noticed consistently negative feedback about its electric utility-payment set-up, stating the customer would like to see payment confirmations from their respective financial institution with payments.

What's one area the consultant should consider for process improvement?

- A. Payment reminders
- B. Rate change notifications
- C. Electronic funds transfers
- D. Customer satisfaction surveys

**Answer: C**

Explanation:

### **Question: 47**

Which two considerations are important for defining the pattern for commodity multi-site external pricing integration for the purposes of quoting? Choose 2 answers

- A. Consider the algorithms used by the pricing and forecasting system to calculate the price.
- B. Consider how the pricing engine notifies you when the custom pricing and forecasting is complete.

- C. Consider if the pricing engine operates synchronously or asynchronously.
- D. Consider which stack the pricing and forecasting engine runs on (such as AWS, Heroku, or OPC).

**Answer: A, C**

Explanation:

### **Question: 48**

consultant has been tasked with gathering and aligning requirements from a small group of key stakeholders for an Energy and Utilities Cloud implementation.

Which approach would be most effective for eliciting business requirements from the small group of stakeholders?

- A. Conduct a semi-structured requirement gathering session to walk-through current-state sales processes with the stakeholders to align on common requirements.
- B. Create and deliver a questionnaire to each stakeholder to elicit thoughts on the pros and h. of the current-state sales processes.
- C. Conduct a focus group with all stakeholders to present different future-state sales processes and elicit stakeholder opinions.

**Answer: A**

Explanation:

### **Question: 49**

Which are the two essential deployment steps for migrating Utilities Self Serve Portal from one org to another?

Choose 2 answers

- A. Create an Experience cloud site to set up a sample digital experience site on your target org.
- B. Set up Utilities self-serve templates on your target org.
- C. Select Self-Serve Portal components from the Energy and Utilities Cloud industry Process Library.
- D. Create customer community user profiles for the Utilities self-serve portal.

**Answer: A, B**

Explanation:

### **Question: 50**

When using IDX Workbench and Google Chrome as the default browser, then migrated OmniScripts, integration procedures, and FlexCards will automatically activate in the target org.

How should a consultant manually configure this automatic activation feature in the system if a different browser is used?

- A. By Installing Node.js + Velocity Build Tool
- B. By Installing Node.js + Puppeteer module
- C. By Installing Node.js + Visual Studio
- D. By Installing Node.js + SFDX

**Answer: B**

Explanation:

### **Question: 51**

An energy company wants to show users monthly billed usage information when the user starts the

**Move Out guided business processes in**

Energy and Utility Cloud, The usage information is stored in a third-party system with available APIs.

Which three steps must the consultant complete to achieve the required outcome?

Choose 3 answers

- A. Configure Integration Procedure to fetch the data from the third-party system using available APIs.
- B. Configure integration with Meter Data Management System
- C. Configure integration with Customer Information System.
- D. Modify the standard Move Out process to invoke the Integration Procedure and present the result to the user,
- E. Create a new Move Out process to invoke the Integration Procedure and present the result to the user.

**Answer: A, D, E**

Explanation:

### **Question: 52**

An energy company implementing Energy and Utilities Cloud needs to generate a contract frame its proposals that include up to 100 line items, with its template already built in a DOCX file. According to the new company branding, custom fonts were used.

- A. Using the Contract Lifecycle Management, which Document Generation mechanism should the administrator recommend?
- B. Client-Side generation, as Server-Side doesn't support DOCX templates
- C. Client-Side generation, as this doesn't have a high number of line items
- D. Server-Side generation, as Client-Side doesn't support custom fonts
- E. Server-Side generation, as this has a high number of line items

**Answer: C**

Explanation:

### Question: 53

An energy company is building a Customer 360 view for its call center agents. They start with the Energy and Utilities Cloud Contact Center Console but need to make modifications.

Which tools are primarily used to create and modify this console?

- A. Industries CPQ: Opportunity, Quote, and Order Management
- B. Platform: Flows, Visual Force, Lightning Components, and Apex
- C. Custom Code: Lightning Web Components (LWC), Apex, and Visual Force pages
- D. OmniStudio: OmniScript, FlexCards, DataRaptors, and Integration Procedures

**Answer: D**

Explanation:

### Question: 54

An energy company was recently onboarded on Energy and Utilities Cloud. They want to launch a customer service portal that provides customers with a 360-degree view of their energy and utility accounts and includes guided processes for common actions.

Which Energy and Utilities Cloud application should they use?

- A. Customer Acquisition Management
- B. Energy and Utilities Contact Center Console
- C. Experience Self-Serve Portal
- D. Utility Self-Serve Portal

**Answer: D**

Explanation:

### Question: 55

An administrator for an energy company recently built a new FlexCard that shows whether a customer is enrolled in autopay.

How can the administrator put the new FlexCard in the Energy and Utilities Cloud Contact Center Console?

- A. Edit the Lightning Record or App Builder and place the FlexCard LIC onto the page.
- B. Create a VisualForce Page wrapper for the FlexCard and add it onto the page.
- C. Create a Lightning Web Component wrapper for the FlexCard and add it onto the page.
- D. Open the object's page layout and add the FlexCard LWC ante the layout.

**Answer: A**

Explanation:

## Question: 56

Two people own one home. They have different preferences for receiving notifications. One wants texts and emails, while the other prefers emails only. h  
How and where can the energy company hold this information?

- A. Use the existing notification preference fields in the Party object.
- B. Create a custom object associated with the Account with notification preferences.
- C. Extend the Service Account object with new fields for notification preferences.
- D. Extend the Account, Contact, and Relationship objects with new fields for notification preferences.

**Answer: A**

Explanation:

## Question: 57

A utility customer runs the majority of their current processes using backoffice CIS, billing, and other thirdparty integrations. As part of the enterprise digital transformation initiative to improve end-to- end experiences, they chose Energy and Utilities Cloud with an incremental rollout strategy, beginning with employee transformation.

What solution component of Energy and Utilities Cloud should be recommended and mapped to get

them

started on the transformation journey?

- A. Partner Management
- B. utility 360
- C. utility CX

**Answer: B**

Explanation:

## Question: 58

Which two items are necessary before starting a data mapping exercise from the billing system to Energy and Utilities Cloud?

Choose 2 answers

- A. A high-level object map of the entities and fields used by the billing system
- B. Understanding of the Energy and Utilities customer data model
- C. Technical connection details for the billing system
- D. A decision on the tool or technology that will be used for migrating the data (ETL)
- E. Project team roles and responsibilities

**Answer: A, B**

Explanation:

**Question: 59**

What can an administrator use to go through the post-installation steps before the Energy and Utilities Cloud solution can be used?

- A. The Energy and Utilities Cloud online documentation outlines a series of Apex queries to run that will automate the post-installation steps.
- B. The Velocity Installation Assistant guides users through all the steps required to complete installation.
- C. Salesforce support will perform all steps required when the Energy and Utilities Cloud package is installed or upgraded.
- D. The solution is ready to be used without any post-installation steps.

**Answer: B**

Explanation:

**Question: 60**

A utility company is going through an extensive digital transformation. They want to use Energy and Utilities Cloud as a unified desktop application for service agents in order to have a 360-degree view of customers and guided processes for common actions. For this, they require integrations with their customer information system (CIS) and billing systems.

What three common objects are typically part of this Integration?

Choose 3 answers

- A. Premise
- B. eSignature
- C. Account
- D. Meter Pings
- E. Balances

**Answer: A, C, E**

Explanation:

**Question: 61**

A utility company has seen a high number of calls from customers expressing their inability to pay an outstanding amount. The utility company would like to provide its customers with an option to pay in installments.

How can the utility company best meet these requests using Energy and Utilities Cloud?

- A. Work with an external debt collection agency to ensure customers pay their outstanding amount.
- B. Consolidate product catalogs and price books and establish an automated process across the entire revenue lifecycle.
- C. Use Revenue Cloud to easily accelerate cash collection with and support any charge type, sales order, or payment schedule.
- D. Use the Create Payment Plan action in the Contact Center Console.

**Answer: D**

Explanation:

### **Question: 62**

An existing Salesforce customer has built a data model with many custom objects for their call center operations.

How can the customer use OmniStudio to improve the agent experience?

- A. The Energy and Utilities Cloud data model is required for OmniStudio.
- B. Certain agents can use Energy and Utilities Cloud OmniStudio and Data Model, while other agents do not.
- C. OmniStudio can be used without leveraging the Energy and Utilities Cloud data model.
- D. OmniStudio can be used with custom objects but will need to be migrated to the Energy and Utilities Cloud data model.

**Answer: C**

Explanation:

### **Question: 63**

A customer has enabled integration between the Energy and Utilities Contact Center Console and Salesforce Field Service (SF5). When a customer calls for a service appointment, what two prerequisite steps must an agent complete before creating the appointment?

Choose 2 answers

- A. Confirm customer entitlements for field service appointments.
- B. See a list of all service and work types available in the system.
- C. Accurately confirm and verify customer details.
- D. Check available field service time slots for the week.

**Answer: A, C**

Explanation:

### **Question: 64**

An energy company provides gas, electricity, and warranty services to its customers. When a customer calls for help, the agent needs to see the products and services they have purchased.

Which object does the Energy and Utilities Cloud data model use to store this information?

- A. Contract
- B. Account
- C. Asset
- D. Premise

**Answer: B**

Explanation:

### **Question: 65**

Which Energy and Utilities Cloud component includes asset-based ordering, multi-site orders, bundle pricing, usage pricing, attribute pricing, and contextual price adjustment rules?

- A. Contract Lifecycle Management
- B. Industries CPQ
- C. Order Management
- D. Digital Commerce

**Answer: B**

Explanation:

### **Question: 66**

An energy company is an energy retailer with a global presence. They require a solution that can generate, redline, and manage contracts.

Which of the following Energy and Utilities Cloud solutions can be used?

- A. Energy and Utilities Cloud - Contract Lifecycle Management
- B. Energy and Utilities Cloud - Document Generation S
- C. Energy and Utilities Cloud = Configure Price Quote (CPQ)
- D. Energy and Utilities Cloud - Sales and Service

**Answer: A**

Explanation:

### **Question: 67**

An energy customer has purchased a new home and needs to transfer their service. Which object needs a new record created to track service at the new location?

- A. An account record with record type Billing

- B. An account record with record type Consumer
- C. An account record with record type Service Aggregator
- D. An account record with record type Service

**Answer: D**

Explanation:

### **Question: 68**

The key stakeholders at an energy company want to understand the value of adapting the Salesforce Professional Services Methodology for the execution of their transformation program.

Which three definitions should the Energy and Utilities Cloud Consultant use to persuade the project sponsors to adapt the methodology?

Choose 3 answers

- A. The definition stage implies prioritizing the user stories and defining the end-to-end program's road map,
- B. The definition stage is used to allow the program teams to understand what the engagement involves, set the terms of the engagement, and determine how best to move forward.
- C. The discovery stage is used to ensure transparency, clarity, and alignment on the engagement and what it's due to deliver to the business.
- D. The design stage ensures a holistic design aligned with business benefits and establishes key responsibilities, roles, timeframes, and deadlines.

**Answer: A, B, D**

Explanation:

### **Question: 69**

An energy company provides electricity to business customers. There are several cost components for electricity.

How would a consultant model these cost components in Energy and Utilities Cloud?

- A. Create custom fields on the line item object for each cost component.
- B. Create different pricing elements for each cost component.
- C. Create child products for each cost component.
- D. Create one child product for all cost components.

**Answer: B**

Explanation:

## Question: 70

A customer has finished development, which includes large volumes of data.

a. They're ready to start UAT for their new Energy and Utilities Cloud implementation.

When should the performance tests be conducted as part of the overall UAT process?

- A. Just before the go-live, so the performance test does not alter the overall load on the system
- B. At least 3-4 weeks in advance, so there's sufficient time for the developers to fix bugs if necessary
- C. After the go-live, so the performance can be tracked directly in the production environment
- D. Performance tests should not be done as part of UAT; it should only focus on functional requirements.

**Answer: B**

Explanation:

## Question: 71

An energy and utility company relies on a third-party pricing application for multi-site quotes. The utility company wants Salesforce to manage the multi-site quotation process and continue to use the third-party pricing application.

How can the utility company meet these requests using Energy and Utilities Cloud?

- A. Install the "Third Party Pricing Application" DataPack from the Process Library.
- B. Use the external pricing feature to send and receive pricing requests from an external pricing engine.
- C. Only CPQ pricing is available; requesting pricing for a master Quote or Order from an external source is not available.
- D. Duplicate the third-party pricing application prices into the Salesforce Price list.

**Answer: B**

Explanation:

## Question: 72

A customer is ready to migrate and deploy large volumes of configuration components as part of production deployment.

Which two tools support this deployment?

Choose 2 answers

- A. Velocity Build Tool
- B. Velocity Installation Assistant
- C. Big Objects Manager
- D. IDX Workbench

**Answer: A, D**

Explanation:

### Question: 73

An energy company is implementing the CPQ module of Energy and Utilities Cloud. The consultant set up the Advanced Rule on the Order with the Entity Filter type "Qualification." The filter selects the accounts with the condition CreatedDate < 365 days.

Which scenario should be executed during the testing phase?

- A. Test the product eligibility: The product will not be available for accounts older than 365 days
- B. Test the account creation: Accounts older than 365 days will not be qualified for creation.
- C. Test the order creation: Order can't be created for the account older than 365 days.
- D. Test the account creation: Accounts younger than 365 days won't be qualified for creation.

**Answer: C**

Explanation:

### Question: 74

An energy company needs a way to generate PDF or Word proposals based on a quote for commercial customers to review before proceeding with the products and services.

What tool can be used to automatically create these proposals?

- A. Microsoft Word
- B. OmniStudio Document Generation
- C. Energy and Utilities Cloud Configure Price Quote (CPQ)
- D. Energy and Utilities Cloud Contract Lifecycle Management (CLM)

**Answer: B**

Explanation:

### Question: 75

A multinational energy company distributes energy to several countries with different tariffs. For their Energy and Utilities Cloud implementation, they want to allow each country only to have access to its respective price.

How can this be done with Industries CPQ?

- A. One Price List should be configured for each country, and Context Rules need to be configured to make the Price List eligible only for its respective country.
- B. One Price Book should be configured for each country, and Advanced Rules need to be configured to make the Price Book eligible only for its respective country.
- C. One Price Book should be configured for each country, and Context Rules need to be configured to make the Price Book eligible only for its respective country.
- D. One Price List should be configured for each country, and Advanced Rules need to be configured to make the Price List eligible only for its respective country.

**Answer: A**

Explanation: