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# Salesforce
# Energy-and-Utilities-Cloud
## Salesforce Energy and Utilities Cloud Accredited Professional

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# Latest Version: 7.0

## Question: 1

An Administrator needs help generating an accurate report to identify the average response time to installing new electricity connections.
What two elements need to be defined during the discovery phase of the implementation?

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

**Answer: A, D**

Explanation:
During the discovery phase of implementing Salesforce Energy and Utilities Cloud, focusing on generating an accurate report for the average response time to installing new electricity connections, two critical elements need to be defined. Firstly, identifying the data sources is essential for generating comprehensive customer new connections reports and dashboards. These data sources could include service request records, installation records, and any other related datasets that capture the timeline from request to connection establishment. Secondly, defining the metrics to measure the process is crucial. Metrics might include average response time, number of installations completed within a target time frame, and customer satisfaction levels post-connection. By focusing on these elements, an organization can ensure that they are capturing and evaluating the right data to improve and report on their new connections process effectively.
Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of understanding the customer lifecycle and enhancing operational efficiency through accurate data management and metric evaluation. Specific references to setting up reports and dashboards, and defining success metrics can be found under topics related to data management and analytics within the Energy and Utilities Cloud resources.

## Question: 2

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

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

**Answer: A, B, E**

Explanation:
The energy and utilities market is currently experiencing significant disruption due to several factors. Regulatory and technology changes are at the forefront, with new policies and advancements in technology pushing companies towards more sustainable and efficient operations. Digital-first strategies and the capability to work from anywhere in real time are also transformative, as they allow for greater flexibility, improved customer service, and enhanced operational efficiency. Finally, changing customer expectations and values, particularly regarding sustainability, reliability, and personalized service, are influencing how energy and utilities companies operate. These disruptions require companies to adapt and innovate, leveraging digital transformation to meet evolving demands.
Reference = These insights are based on Salesforce's discussions on industry trends and challenges within the Energy and Utilities Cloud documentation and resources. Key topics include digital transformation, customer engagement, and adapting to regulatory changes. Salesforce's industry insights and trend analysis provide a comprehensive overview of these disruptions.

## Question: 3

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

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

**Answer: B, C**

Explanation:
To track relationships with electricity and gas B2C subscribers and differentiate them from B2B corporate accounts effectively, consultants should utilize two specific functionalities within Salesforce Energy and Utilities Cloud. The first is enabling Person Accounts to model consumers. Person Accounts are ideal for B2C scenarios because they allow for the representation of individual consumers in a manner that's separate from the more complex B2B corporate accounts, which are typically modeled using standard Account records. Secondly, using the Consumer Account record type can further differentiate between these two distinct types of customers. This functionality allows for the customization of fields, page layouts, and processes specific to the consumer sector, facilitating more targeted management and engagement strategies.
Reference = The Salesforce Energy and Utilities Cloud documentation offers guidance on configuring the customer data model to support diverse customer types, including B2B and B2C. Specific sections on Account and Contact Management provide insights into the use of Person Accounts and record types for segmenting and managing customer relationships effectively.

## Question: 4

Energy and Utilities Cloud has the capability to provide access to information using several different data access methods Using the Digital Interaction Platform, online web portals, internal console applications, and mobile applications are all examples of which data access technology?

A. Metadata API
B. Streaming data API
C. SSO data access
D. Omnichannel data access

**Answer: D**

Explanation:
Salesforce Energy and Utilities Cloud provides a comprehensive, unified view of utility customer interactions across multiple channels, facilitating seamless service and support. The digital interaction platform, by leveraging omnichannel data access, enables utilities to offer their customers a consistent experience whether they're accessing information online, through mobile applications, or via internal console applications. This approach ensures that all data access methods are integrated and provide a unified experience, reflecting Salesforce's commitment to creating connected customer experiences across various touchpoints. Reference = Salesforce Energy and Utilities Cloud documentation emphasizes the importance of creating a connected and seamless customer experience across different channels and platforms, which is achieved through omnichannel data access. This can be further explored in the Salesforce Energy and Utilities Cloud guide and the Salesforce Omnichannel features documentation:
https://www.salesforce.com/products/industries/energy-and-utilities/overview/

## Question: 5

When preparing a demo of Energy and Utilities Cloud, the consultant needs to showcase a customer's 360-degree view that allows the customer service agents of the company to see the following information in one glance:
• Identify the caller
• Provide answers to questions about billing. consumption, and payments
• Add meter readings
• Manage user complaints.
• Perform user requests such as Start Service. Stop Service, and Set Up a Payment Plan.
Which two functionalities should the consultant use to achieve this?

A. Configure the Energy and Utilities Contact Center Console available m the process horary
B. Configure a custom Salesforce Service Cloud console.
C. Configure custom OmniScripts and FlexCards to cover the requirements.
D. Assign the relevant lightning pages to the energy company's service agent user profile

**Answer: A, C**

Explanation:
For showcasing a 360-degree view of the customer that empowers service agents with the capability to manage various customer interactions efficiently, the consultant should utilize the Energy and Utilities Contact Center Console and configure custom OmniScripts and FlexCards. The Energy and Utilities Contact Center Console, designed specifically for the industry, integrates critical customer information and functionalities into one streamlined interface. Additionally, custom OmniScripts and FlexCards can be tailored to the unique requirements of managing billing inquiries, meter readings, complaints, and service requests, providing a flexible and dynamic solution for meeting the diverse needs of utility customers. Reference = Detailed explanations on how to configure the Energy and Utilities Contact Center Console and create custom OmniScripts and FlexCards for tailored customer service experiences are available in the Salesforce Energy and Utilities Cloud implementation guide and customization documentation: https://developer.salesforce.com/docs/atlas.enus.
omniscript_developer_guide.meta/omniscript_developer_guide/omniscript_about.htm,
https://help.salesforce.com/articleView?id=flexcards_considerations.htm&type=5

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