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Salesforce Energy-and-Utilities-Cloud

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Energy and Utilities Cloud Overview	5
Topic 2, Energy and Utilities Cloud Data Model	18
Topic 3, Energy and Utilities Cloud Features	36
Topic 4, Energy and Utilities Cloud Implementation	36
Total	95

QUESTION NO: 1

An energy company needs to represent a residential complex in Energy and Utilities Cloud. Individual apartments require separate utility service records, but service agents must also be able to view the larger building that contains each apartment.

How should the premise hierarchy be modeled?

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

ANSWER: B

Explanation:

The **apartment building should be the parent premise, and each apartment unit should be a child premise**. This reflects the real-world containment relationship between the overall property and the individual serviceable locations within it. It enables service agents to navigate from a unit to the building context while maintaining separate location records for service points, accounts, and utility processes.

A service type is not a physical location and therefore should not be used as a premise in the hierarchy. Reversing the hierarchy would incorrectly model the individual apartment as containing the building.

QUESTION NO: 2

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 Vlocity 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:

The Vlocity Installation Assistant guides users through all the steps required to complete installation. It is the guided post-installation mechanism used with Salesforce Industries managed packages, including Energy and Utilities Cloud implementations. Rather than requiring an administrator to manually discover and sequence setup tasks, the assistant presents the required configuration activities in an organized workflow. These activities can include setting up required permissions, assigning permission sets, configuring sample or reference data where applicable, and completing package-specific setup so that the installed functionality is usable.

This approach is particularly valuable because industry-cloud packages commonly include metadata, data-model extensions, and features that need organization-level configuration after the package installation itself has finished. The Installation Assistant helps administrators track progress through those prerequisite tasks and complete the implementation in the intended order. Salesforce's Industries installation learning materials describe the post-installation process and guided setup concepts: [Salesforce Industries Installation Basics](#). For broader Energy and Utilities Cloud product and implementation resources, consult the [Salesforce Energy and Utilities Cloud documentation](#).

QUESTION NO: 3

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:

Industries CPQ pricing is defined through complementary pricing metadata: the pricing-plan structure that establishes how a charge is evaluated, and the price-list record that supplies the commercial amount for the applicable context. **A Pricing Plan Entry, with type as Price and charge type as Recurring** is needed to represent the subscription's recurring charge behavior in the pricing plan. Marking the charge as recurring ensures that the charge is treated as a repeating monthly subscription charge rather than as a one-time fee or usage-based charge.

A Price List Entry, with amount as \$60. currency as USD and charge type as Recurring is also needed to provide the actual sell price: 60 in USD, aligned with the recurring charge type. Price list entries enable Industries CPQ to resolve the amount to apply when the product is priced, while the pricing plan entry supplies the charge configuration used by the pricing engine. Together, these records model both the recurring pricing behavior and the monthly USD amount required for the consultancy subscription. Salesforce Industries CPQ uses product catalog and pricing constructs to support configurable offers and recurring commercial charges; see the [Industries CPQ Foundations](#) Trailhead module and Salesforce's [Industries CPQ documentation](#).

QUESTION NO: 4

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:

OmniStudio: OmniScript, FlexCards, DataRaptors, and Integration Procedures is correct because the Energy and Utilities Cloud Contact Center Console is designed as an industry application experience that can be configured and extended with OmniStudio's declarative tools. FlexCards provide the reusable, data-driven UI components that present a consolidated Customer 360 view to agents. They can display customer, account, service-point, case, and other contextual data in an efficient console layout. OmniScripts support guided interactions and agent processes, while DataRaptors retrieve, transform, and update Salesforce or external data for those experiences. Integration Procedures orchestrate server-side data retrieval and integrations, helping the console assemble information from multiple sources with fewer client-server calls. Together, these tools let teams tailor the agent workspace, displayed data, and guided actions while retaining the maintainability and low-code approach intended for Salesforce Industries applications. Salesforce describes OmniStudio as a suite of low-code tools for building digital experiences, including FlexCards, OmniScripts, DataRaptors, and Integration Procedures. See the [Salesforce OmniStudio overview](#) and the [OmniStudio developer documentation](#).

QUESTION NO: 5

A residential customer keeps the same customer relationship with the utility but moves from one house to another. The utility must establish a separate service relationship for the new location while retaining the customer history.

Which record should be created for the utility service at the new location?

- A. An Account record with record type Consumer
- B. An Account record with record type Service
- C. An Account record with record type Billing
- D. An Account record with record type Service Aggregator

ANSWER: B

Explanation:

An Account record with record type Service should be created because a Service Account represents the utility service relationship associated with a particular service location. It enables the utility to manage the services, service lifecycle, and operational context for the new premise independently of the customer's overall relationship.

A Consumer Account represents the customer relationship, not the distinct utility service at a location. A Billing Account is used for billing-related context, and a Service Aggregator Account does not represent an individual customer's service relationship at a new residence.

QUESTION NO: 6

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: B D E

Explanation:

The Energy and Utilities Cloud Console brings utility-specific customer servicing information into a unified agent workspace. Multiple tabs, such as Overview, Billing, and Usage provide organized access to the information an agent needs during a customer interaction. The Overview area provides high-level context, while billing and usage information supports conversations about charges, consumption, and related service activity without requiring the agent to assemble information from separate systems manually.

Rate Comparison is included to support customer discussions involving available rate plans and to help agents assess rate-related information in the context of the customer's service. Customer 360 view is also a core console capability because utility service requires a connected view of the customer, accounts, premises, service points, interactions, and other operational data. Together, these capabilities help service teams resolve requests with relevant customer and utility data available in one experience. Salesforce describes Energy and Utilities Cloud as providing a connected, industry-specific platform for utility operations and customer engagement: [Salesforce Energy and Utilities](#). Additional product learning and implementation resources are available through [Salesforce Trailhead](#).

QUESTION NO: 7

A utility has completed installation of Energy and Utilities Cloud in a sandbox. Before business users can access the industry applications, the administrator must complete the required post-installation configuration and provide access only to the appropriate user groups.

Which two actions should the administrator take?

Choose 2 answers

- A. Use the Vlocity Installation Assistant to complete post-installation tasks.
- B. Assign the required Permission Sets or Permission Set Groups to the appropriate users.
- C. Assume that package installation automatically grants all users access to the applications.
- D. Use sharing settings as the only mechanism to enable industry application features.

ANSWER: A B

Explanation:

The administrator should use the **Vlocity Installation Assistant** to work through the package-specific post-installation tasks. The assistant provides the guided process for completing required setup activities after the managed package is installed.

The administrator should assign the required **Permission Sets or Permission Set Groups** to the appropriate users. Permission sets and groups are the supported mechanisms for granting feature and functional access while allowing the organization to apply role-based, least-privilege access.

Installing the package alone does not make the solution ready for all users. Sharing settings control record-level visibility but do not by themselves grant the feature permissions required to use the industry applications.

QUESTION NO: 8

A call center agent uses the Energy and Utilities Contact Center Console to schedule a technician visit for a customer. The field service integration is already enabled.

Which two actions must the agent complete before creating the appointment?

Select 2 answers

- A. Confirm customer entitlements for field service appointments.
- B. Review 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:

Accurately confirm and verify customer details is required so that the appointment is associated with the correct customer, contact information, premise, and service context. This prevents a technician from being dispatched to an incorrect location or for the wrong service request.

Confirm customer entitlements for field service appointments is also required because the customer's service agreement, coverage, or eligibility can determine whether the requested field visit can be scheduled. Appointment availability is evaluated after the relevant customer and entitlement context has been established.

Reviewing every work type in the system is not a prerequisite for an individual appointment, and checking time slots occurs during the appointment-booking process rather than before the customer and entitlement information has been validated.

QUESTION NO: 9

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: D

Explanation:

Server-Side generation, as Client-Side doesn't support custom fonts is correct. The decisive requirement is the use of custom fonts in the existing DOCX contract template. OmniStudio Document Generation's client-side mechanism has limitations for DOCX rendering, including lack of support for custom fonts. Server-side generation is designed for cases where the document must preserve richer DOCX template formatting and branding requirements, so it is the appropriate mechanism for producing the contract proposal reliably with the organization's specified typography.

The number of line items does not override that formatting requirement in this scenario. A proposal containing up to 100 line items can be handled through the server-side document-generation flow while data is repeated into the template's line-item structure. Choosing the server-side mechanism ensures that the generated output can use the template's custom-font definitions rather than falling back to client-side-supported formatting. Salesforce's OmniStudio document-generation learning materials describe the available generation approaches and their template/output considerations: [Salesforce Trailhead: OmniStudio Document Generation](#). Additional Energy and Utilities Cloud implementation guidance is available in the [Salesforce Industries documentation](#).