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Exam : **AP-207**

Title : Energy and Utilities Cloud
Accredited Professional

Vendor : Salesforce

Version : DEMO

NO.1 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 Omniscript to adapt the look and feel to suit the company's requirements
- C.** Modify the application Page Layout to change/add/remove selected elements
- D.** Modify the VEEConsumerLandingScreen FlexCard to change the background color, text font size, and style.

Answer: B,D

NO.2 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

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

NO.3 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

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.

NO.4 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

NO.5 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

NO.6 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

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/>

NO.7 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

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

NO.8 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