

1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

How are To Do Entries considered to be related to other To Do Entries on the Current To Do Zone?

- A. They reference at least one common drill key reference.
- B. They reference at least two common drill key references.
- C. They reference at least one common foreign key characteristic.
- D. They reference at least two common foreign key characteristics.
- E. The ID of one To Do Entry is populated in the characteristics of another To Do Entry.

Correct Answer: D

QUESTION 2

What correctly describes the possible causes of price proration?

- A. change in Rate Schedule only
- B. change in Rate Version only
- C. change in Bill Factor only
- D. changes in Rate Schedule and Bill Factor
- E. changes in Rate Version and Bill Factor

Correct Answer: C

QUESTION 3

Which three entities may be individually linked, as a minimum, to the bill when created using the Off Cycle Bill Generator? (Choose three.)

- A. Service Agreement (non-canceled) only
- B. Adjustments (frozen) only
- C. Billable Charge (non-canceled) and its related Service Agreement
- D. Adjustment (canceled) only
- E. Billable Charge (non-canceled) or its related Service Agreement

Correct Answer: ACD

QUESTION 4

Which two plug-in spots allow additional logic to be implemented when a field activity is completed in the field? (Choose two.)

- A. Field Activity Type –FA Completion Control
- B. Field Activity Type Profile – FA Completion Control
- C. Field Activity Remark - Activation
- D. Meter Reader Remark - Activation
- E. Installation – FA Additional Information

Correct Answer: BD

QUESTION 5

On which entity or entities is Revision Control enabled?

- A. Business Objects
- B. Maintenance Objects
- C. both Business Objects and Maintenance Objects
- D. Portals and Zones
- E. Portals

Correct Answer: D

QUESTION 6

Which major entities in the "V" hold the key geographic, demographic, and financial information related to a customer who is financially responsible for a property?

- A. Account, Bill, Premise, Service Agreement, Service Point
- B. Account, Person, Premise, Service Agreement, Service Point
- C. Account, Bill, Customer Class, Premise, Service Agreement
- D. Account, Customer Class, Premise, Service Agreement, Service Point
- E. Account, Customer Class, Person, Premise, Service Agreement

Correct Answer: E

QUESTION 7

How can a specific price, percent, or flat charge be directly specified or referenced on a Rate Component? (Choose two.)

- A. Bill Factor
- B. Rate Component Value Algorithm
- C. Explicitly Specified
- D. Bill Factor Value
- E. Service Quantity

Correct Answer: BD

QUESTION 8

Which two plug-in spots call the rating functionality using base package-supplied algorithm types?

(Choose two.)

- A. Bill Segment Type - Bill Segment Create
- B. Bill Segment Type - Bill Segment FT Creation
- C. Adjustment Type - Generate
- D. Adjustment Type - Adjustment FT Creation
- E. Billable Charge Template

Correct Answer: BD

QUESTION 9

What can cause multiple bill lines for a rate component to be produced in a bill calculation header?

- A. change in Rate Schedule
- B. change in Rate Version
- C. change in Bill Factor
- D. changes in Rate Schedule and Bill Factor
- E. changes in Rate Version and Bill Factor

Correct Answer: A

QUESTION 10

Which two statements are correct in relation to a completed bill that has been generated by batch billing? (Choose two.)

- A. A Bill Route record contains the list of all persons who are to receive a copy of the completed bill.
- B. A Route Type on a bill can be changed if the completed bill has not been downloaded.
- C. Bill Segments can only be canceled or rebilled if a completed bill has been reopened.
- D. The number of completed bills that may be reopened is configurable.
- E. Only the latest completed bill may be reopened.

Correct Answer: AC

QUESTION 11

A service agreement's Primary Rate Schedule is linked to two Sub Rates.

A bill segment is created for the service agreement for the period January 1, 2010 to February 1, 2010.

The Primary Rate Schedule has a rate version effective on January 1, 2009 and another effective on January 15, 2010.

How many bill calculation headers will be created for the bill segment?

- A. one
- B. two
- C. three
- D. four
- E. five

Correct Answer: A

QUESTION 12

When a bill is completed, bill messages can be retrieved from many sources. Which three are valid sources? (Choose three.)

- A. Account
- B. Service Agreement Type
- C. Meter Read's Remark
- D. Account's Customer Class
- E. Bill Segment Type

Correct Answer: ABD

QUESTION 13

Which entity or entities can specify Eligibility Criteria Groups?

- A. Order
- B. Campaign
- C. Package
- D. Campaign and Package
- E. Order, Campaign, and Package

Correct Answer: A

QUESTION 14

What correctly describes the hierarchy in how a Rate Schedule must be created?

- A. Rate Schedule, Rate Version, Rate Component, SA Type
- B. Rate Version, Rate Schedule, Rate Component
- C. Rate Component, Rate Version, Rate Schedule
- D. Rate Schedule, Rate Component, Rate Version
- E. Rate Schedule, Rate Version, Rate Component

Correct Answer: E

QUESTION 15

Meter reads may be estimated when a read for billing cannot be located or for determining high and/or low limits to check a meter read's reasonableness. Which administration object specifies the algorithm that estimates consumption?

- A. Trend Class
- B. Bill Segment Type
- C. High Low Factor
- D. Trend Area
- E. Installation Options

Correct Answer: B

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