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Oracle Utilities Customer Cloud Service 2020 Implementation Essentials

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QUESTION 1

How many devices can be installed at a service point at an instance in time?

A. exactly one device

B. up to three devices

C. one for each service type

D. one for each measuring component

Correct Answer: A

Reference: https://docs.oracle.com/cd/E80256_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_0.pdf

QUESTION 2

Which two statements about usage subscription types are correct? (Choose two.)

A. Usage subscription types define the main billing contact.

B. Usage subscription types define the time zone.

C. Usage subscription types define the valid service point types.

D. Usage subscription types define the recipient of the usage.

Correct Answer: BC

Reference: https://docs.oracle.com/cd/E26671_02/PDF/E18186_05.pdf (40, 41)

QUESTION 3

Approval Profiles control which aspects of an Adjustment?

A. whether current and/or payoff balance are affected by the adjustment

B. control how adjustments are approved

C. if an adjustment requires approval before it\\'s frozen

D. information defaulted on an Adjustment

E. whether the adjustment should appear on the customer\\'s next bill

Correct Answer: A

Reference: https://docs.oracle.com/cd/E73180_01/PDF/4.1.1.1%20CCB.v2.5.Manage%20Adjustment%20and%20Adjustment%20Approval.pdf

QUESTION 4

Measuring components are either subtractive or consumptive. Which statement correctly describes these two concepts?

A. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.

B. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.

C. Subtractive measuring components are associated with deductive meters, whereas consumptive

measuring components are not.

D. A subtractive measuring component\\\'s consumption for a given period of time is the end measurement minus the start measurement. A consumptive measuring component\\\'s consumption is simply the measurement itself, and represents the consumption for the period of time since the previous measurement was taken.

Correct Answer: B

Reference: https://docs.oracle.com/cd/E91711_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_2.pdf

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QUESTION 5

How many derived values can a final measurement have in addition to the primary measured value?

A. 2

B. 15

C. 10

D. 5

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18729_01/pdf/E18293_01.pdf (80)

QUESTION 6

When configuring the Get Scalar Details usage rule, which three attributes can be defined to retrieve scalar values? (Choose three.)

A. Unit of Measure

B. Device ID

C. Service Quantity Identifier

D. Time of Use

E. Service Point ID

Correct Answer: BDE

QUESTION 7

Usage transactions can contain date breaks. Which is used to supply date breaks?

A. the Deferred Monitor Calculation Algorithm

B. the Usage Subscription Type

C. the requesting system or user input

D. the Usage Subscription BO

Correct Answer: B

QUESTION 8

Using a base-supplied algorithm type, what is payment distribution priority typically determined by?

A. Customer Class and Service Agreement Type

B. Payment Type + Debt Age

C. Debt Age

D. Service Agreement Type\\'s Priority and Debt Age

E. Customer Class and Debt Age

Correct Answer: E

QUESTION 9

Which statement correctly describes the relation between a device and a measuring component?

A. A device configuration links a device only to interval channels.

B. Two measuring components on the same device should have the same Units of Measure (UOM).

C. A device should have only one measuring component type.

D. A device can have any combination of interval and/or scalar measuring components.

Correct Answer: D

Reference: https://docs.oracle.com/cd/E26671_02/PDF/E18186_05.pdf (33)

QUESTION 10

As part of the service order processing, the algorithm D1-CNSPINSDV (Connect SP and/or Install Device) determines if a specific activity needs to be created based on the state of the service point.

Based on the status of the service point, what can this algorithm create?

A. Device

B. Device Configuration

C. Smart Meter Command

D. Service Point

Correct Answer: D

Reference: https://docs.oracle.com/cd/E63094_01/PDF/SGG_SOM_Configuration_Guide_v2_1_0_3.pdf

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QUESTION 11

What contains the details of how a bill was calculated and how it will be printed on a bill?

A. Calculation Rules

B. Rate Schedule

C. Service Agreement

D. Bill Segments

E. Bill

Correct Answer: D

Reference: https://docs.oracle.com/cd/E73180_01/PDF/4.2.2.2%20CCB.v2.5.Manage%20Meter% 20Charges.pdf

QUESTION 12

What Service Order activity types does the application include?

A. Start Service; Stop Service; Cut for Non-Payment; Reconnect Service for Payment; Exchange Meter; Move-In/Move-Out Service

B. Start Service; Stop Service; Install Meter; Remove Meter; Exchange Meter; Move-In/Move-Out Service

C. Enable Service; Disable Service; Install Meter; Remove Meter; Exchange Meter; Back-to-Back Service

D. Enable Service; Disable Service; Cut for Non-Payment; Reconnect Service for Payment; Exchange Meter; Back-to-Back Service

Correct Answer: D

Reference: https://docs.oracle.com/cd/E91711_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_2.pdf

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QUESTION 13

Which three are important Account concepts that must always be followed? (Choose three.)

A. Accounts expire when there are no active contracts.

B. An Account can only reference one and only one person at one time.

C. Every Account has a unique, system-assigned Account ID.

D. Bills are produced for an account and are sent to the account persons.

E. An Account references one or more persons.

Correct Answer: BCD

QUESTION 14

You are configuring a VEE group to include rules to be executed when loading the initial measurement data (IMD).

What is the VEE group directly associated with?

A. Device Type and Measuring Component Type

B. Measuring Component Type

C. Device Type

D. Usage Type

E. Device Configuration Type

Correct Answer: E

Reference: https://docs.oracle.com/cd/E38983_04/PDF/MDM_Configuration_Guide_v2_1_0_3.pdf (151 152)

QUESTION 15

How many service agreements are linked to a severance process?

A. all service agreements that are connected to the initiating overdue process

B. one

C. any number defined by the business user

D. zero - accounts are linked to severance processes

E. all service agreements that are connected to the initiating collection process

Correct Answer: C

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