Oracle

1Z0-562 Exam

Oracle Utilities Customer Care and Billing 2 Essentials Exam

Version: 8.0

Question: 1

Which four entities does the Application Viewer allow you to view? (Choose four.)

A. Algorithms
B. Database Tables
C. Maintenance Objects
D. COBOL Programs
E. Service Scripts

Answer: A,B,C,E

Question: 2

What correctly describes the order in which algorithms, if plugged in, are executed when a bill changes from the "Pending" state to the "Complete" state? (Choose the best answer.)

A. Customer Class – Pre-Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Pre-Bill Completion; Service Agreement Type – Post-Bill Completion
B. Customer Class – Pre-Bill Completion; Service Agreement Type – Pre-Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Bill Completion; Customer Class – Post-Bill Completion
C. Service Agreement Type – Pre-Bill Completion; Customer Class – Pre-Bill Completion; Service Agreement Type – Bill Completion; Customer Class – Bill Completion; Customer Class – Post-Bill Completion
D. Service Agreement Type – Pre-Bill Completion; Service Agreement Type – Bill Completion; Customer Class – Pre-Bill Completion; Customer Class – Bill Completion; Customer Class – Post-Bill Completion
E. Service Agreement Type – Pre-Bill Completion; Customer Class – Pre-Bill Completion; Service Agreement Type – Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Post-Bill Completion; Customer Class – Post-Bill Completion

Answer: C

Question: 3

A service agreement's Primary Rate Schedule is linked to two Sub Rates. (Choose the best answer.)
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

	Answer: A

Question: 4

Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer? (Choose the best answer.)

A. Customer Class
B. Debt Class
C. Collection Class
D. Collection Class Control
E. Collection Process Template

	Answer: B

Question: 5

Which three statements are correct for Adjustment Types? (Choose three.)

A. they control the valid Service Agreement Types that adjustments can be linked to
B. they control whether a rate is to be called to calculate an adjustment amount
C. they control how adjustments appear on bills
D. they control the valid Adjustment Profiles that adjustment types can belong to
E. they can default an Adjustment Amount to adjustments

	Answer: B,C,E

Reference:
https://docs.oracle.com/cd/E18727_01/doc.121/e13623/T185673T185678.htm

Question: 6

Field Activities of specific types can be created by the system automatically based on the type of work to be carried out, connection status of a service point, and the meter's installation and connection status. Which four processes are based on the above? (Choose four.)

A. starting service
B. disconnecting service
C. testing a meter or item in the field

D. stopping service
E. disconnect Warning

Answer: A, B, C, E

Question: 7

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

Answer: B,D

Reference:
http://docs.oracle.com/cd/E61807_01/PDF/CCB_Administration_Guide_v2_5_0_0.pdf

Question: 8

At which level are Service Quantity Rules and Register Rules specified? (Choose the best answer.)

A. Rate Schedule
B. Rate Version
C. Rate Component
D. Bill Segment Type
E. Bill Factor

Answer: D

Reference:
https://docs.oracle.com/cd/E18733_01/pdf/E18367_V3_01.pdf

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