

Oracle

Exam 1z0-562

Oracle Utilities Customer Care and Billing 2 Essentials

Version: 6.0

[Total Questions: 70]

Question No : 1

What controls the types of service agreements and service points to be created? (Choose the best answer.)

- A. Campaign
- B. Package
- C. Campaign and Package
- D. Service Agreement Type/Service Point Type Relationship
- E. Order

Answer: C

Question No : 2

Which two Payment statuses will create Financial Transactions for a payment? (Choose two.)

- A. Incomplete
- B. Freezable
- C. Complete
- D. Frozen
- E. Canceled

Answer: D

Reference:

https://docs.oracle.com/cd/E28945_01/4.3%20Collect%20Revenue/CC&B%20URM%204.3.1.1.pdf

Question No : 3

What correctly describes the possible causes of price proration? (Choose the best answer.)

- 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

Answer: C

Reference:

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

Question No : 4

Which three areas can be specified to invoke a User Interface (UI) map from a Business Process Assistant (BPA) script? (Choose three.)

- A. Business Process Assistant (BPA) Script Area
- B. Page
- C. Pop-Up
- D. Portal
- E. Zone

Answer: B,C,D

Question No : 5

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 No : 6

Which three options correctly describe what the To Do Type controls? (Choose three.)

- A. the To Do list on which the entry appears
- B. the roles to which an entry may be assigned
- C. the algorithms used to perform To Do-specific business rules
- D. the Users that can be assigned to a To Do Entry
- E. defining Control Central Alerts

Answer: A,B,D

Question No : 7

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

Answer: B,D

Question No : 8

What four elements appear on every page in Oracle Utilities Customer Care and Billing when using the “classic” (or non-Fusion) user interface? (Choose the best answer.)

- A. Dashboard, Menu Bar, Script Area, Status Bar
- B. Action Bar, Dashboard, Menu Bar, Status Bar
- C. Action Bar, Dashboard, Menu Bar, Script Area
- D. Action Bar, Dashboard, Main Menu, Status Bar
- E. Action Bar, Main Menu, Script Area, Status Bar

Answer: D

Question No : 9

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

Answer: A,C,D

Question No : 10

How are To Do Entries considered to be related to other To Do Entries on the Current To Do Zone? (Choose the best answer.)

- 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.

Answer: D

Question No : 11

Which status condition means that the Business Object cannot stay in this status of the life cycle and must move to another status? (Choose the best answer.)

- A. Initial
- B. Interim
- C. Final
- D. Transitory
- E. Start

Answer: B

Question No : 12

Which three are valid types of Rate Components? (Choose three.)

- A. Flat Charge
- B. Service Quantity
- C. For Calculation Purposes Only
- D. Interval Pricing
- E. Sub Rate

Answer: A,C,E

Reference:

http://docs.oracle.com/cd/E16754_01/doc.75/e16711/prc_plist_setup.htm

Question No : 13

What are the three main classes of portals? (Choose three.)

- A. Dashboard portal
- B. Customer Information portal
- C. Standalone portal
- D. Tab Page portal
- E. Account Information portal

Answer: A,C,E

Question No : 14

Where can you quickly find information and “cut and paste” examples on valid edit data syntax when you are configuring scripts? (Choose the best answer.)

- A. in the Business Process documentation only (online)
- B. in the Administration documentation only (online)
- C. by clicking the Help button
- D. by clicking the “?” icon in zone headers
- E. in the “Script Tips” zone in the Dashboard

Answer: C