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