



# 1Z0-562<sup>Q&As</sup>

Oracle Utilities Customer Care and Billing 2 Essentials

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### QUESTION 1

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

Correct Answer: ACE

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### QUESTION 2

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

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### QUESTION 3

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

Correct Answer: BCE

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#### QUESTION 4

What is the mapping rule for an element that physically resides in a column on a Maintenance Object's primary table called?

- A. mapChild
- B. mapPrimTable
- C. mapField
- D. mapTable
- E. mapElement

Correct Answer: D

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#### QUESTION 5

Which step type allows you to invoke another Business Process Assistant (BPA) script and assumes that the original script has completed execution?

- A. Perform Script
- B. Transfer Control
- C. Invoke Service Script
- D. Go To Step
- E. Press a Button

Correct Answer: A

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