

1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

Which three statements are correct in reference to Case Types? (Choose three.)

- A. It defines the possible states its cases can pass through.
- B. It defines the template for outgoing letters.
- C. It defines multiple initial states.
- D. It defines additional fields to be entered as part of the case.
- E. It defines if a Responsible User is required.

Correct Answer: ABD

QUESTION 2

What do the colored bars indicate in the To Do Summary Zone?

- A. aging
- B. priority
- C. status
- D. To Do role
- E. number of To Do entries

Correct Answer: C

QUESTION 3

What is the difference between a Service Script and a Plug-In Script?

- A. A Service Script executes on the server side while the Plug-In Script does not.
- B. A Service Script has an Edit Data step type while the Plug-In Script does not.
- C. A Service Script has user-configured input and outputs while a Plug-In Script has predefined input and outputs.
- D. A Service Scripts allows you to invoke Business Objects while a Plug-In Script does not.
- E. There is no difference between the two script types.

Correct Answer: B

QUESTION 4

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What correctly describes the hierarchy in how a Rate Schedule must be created?

- A. Rate Schedule, Rate Version, Rate Component, SA Type
- B. Rate Version, Rate Schedule, Rate Component
- C. Rate Component, Rate Version, Rate Schedule
- D. Rate Schedule, Rate Component, Rate Version
- E. Rate Schedule, Rate Version, Rate Component

Correct Answer: E

QUESTION 5

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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