



1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

When an account is created, Access Rights are granted to control which user/users have access to that account's information.

Which three entities will have restricted access if a user does not have access to that account? (Choose three.)

- A. Account's Bills
- B. Account's Service Agreements
- C. premises linked to Service Agreements related to that account
- D. Account's Customer Class
- E. Account's Bill Cycle

Correct Answer: BCE

QUESTION 2

At which level are Service Quantity Rules and Register Rules specified?

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

Correct Answer: D

QUESTION 3

What correctly describes the possible causes of price proration?

- 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

Correct Answer: C



QUESTION 4

Which major entities in the "V" hold the key geographic, demographic, and financial information related to a customer who is financially responsible for a property?

- A. Account, Bill, Premise, Service Agreement, Service Point
- B. Account, Person, Premise, Service Agreement, Service Point
- C. Account, Bill, Customer Class, Premise, Service Agreement
- D. Account, Customer Class, Premise, Service Agreement, Service Point
- E. Account, Customer Class, Person, Premise, Service Agreement

Correct Answer: E

QUESTION 5

What typically determines the number of accounts a person has?

- A. the number of bills the person wants to receive
- B. the number of sites/premises the person is financially responsible for
- C. the number of services the person wants to receive
- D. each time the person signs up with the Utility after ceasing the previous contractual relationship with the Utility
- E. each time the person moves premises (terminate financial responsibility for one premise and take on responsibility for another premise)

Correct Answer: C

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