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Oracle Utilities Customer Cloud Service 2021 Implementation Essentials

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QUESTION 1

Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer?

- A. Debt Class
- B. Customer Class
- C. Collection Class Control
- D. Collection Class
- E. Collection Process Template

Correct Answer: A

Reference: https://docs.oracle.com/cd/E28945_01/4.3%20Collect%20Revenue/CCandB%20URM%204.3.2.1.pdf

QUESTION 2

A Service Order Orchestrator determines the steps required to complete the service.

As an example, based on the state of the service point, what does the Enable Service Orchestrator determine the actions for?

- A. Create a Device Configuration; Install a Device; Turn on the Device
- B. Connect the Service Point; Install a Device; Create a Usage Subscription
- C. Create a Service Point; Install a Device; Turn on the Device
- D. Connect the Service Point; Install a Device; Turn on the Device

Correct Answer: C

QUESTION 3

Which three statements are true in relation to Financial Transaction creation algorithms? (Choose three.)

- A. They control how the payoff balance is affected.
- B. They control when a Financial Transaction is to be swept onto a bill.
- C. They control how the General Ledger details are created as these must always exist against a Financial Transaction.
- D. They control if and how the General Ledger entries are created.
- E. They control how the current balance is affected.

Correct Answer: ABD



Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18368_V1_01.pdf

QUESTION 4

Which three statements are correct for Adjustment Types? (Choose three.)

- A. They can default an Adjustment Amount to adjustments.
- B. They control how adjustments appear on bills.
- C. They control whether a rate is to be called to calculate an adjustment amount.
- D. They control the valid Service Agreement Types that adjustments can be linked to.
- E. They control the valid Adjustment Profiles that adjustment types can belong to.

Correct Answer: BCD

QUESTION 5

Which three initial measurement data (IMD) exception categories are available when you execute VEE rules? (Choose three.)

- A. Issue
- B. Terminate
- C. Low
- D. Information
- E. Complete

Correct Answer: ABD

Reference: https://docs.oracle.com/cd/E18729_01/pdf/E18187_01.pdf (32)

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