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Oracle Utilities Customer Cloud Service 2019 Implementation Essentials

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QUESTION 1

Which three are important Account concepts that must always be followed? (Choose three.)

- A. Accounts expire when there are no active contracts.
- B. An Account can only reference one and only one person at one time.
- C. Every Account has a unique, system-assigned Account ID.
- D. Bills are produced for an account and are sent to the account persons.
- E. An Account references one or more persons.

Correct Answer: BCD

QUESTION 2

A usage subscription must exist before usage transactions can be calculated for a specific service point.

Where do you configure the usage recipient?

- A. in the Usage Rule Type
- B. in the Service Point Type
- C. in the Device Type
- D. in the Measuring Component Type
- E. in the Usage Subscription Type

Correct Answer: E

Reference: https://docs.oracle.com/cd/E59115_01/Files/4.2.2.1%20MDMv2.0.1%20Calculate%20Usage.pdf

QUESTION 3

Approval Profiles control which aspects of an Adjustment?

- A. whether current and/or payoff balance are affected by the adjustment
- B. control how adjustments are approved
- C. if an adjustment requires approval before it's frozen
- D. information defaulted on an Adjustment
- E. whether the adjustment should appear on the customer's next bill

Correct Answer: A



Reference: https://docs.oracle.com/cd/E73180_01/PDF/4.1.1.1%20CCB.v2.5.Manage%20Adjustment%20and%20Adjustment%20Approval.pdf

QUESTION 4

Which configuration steps are required to derive loss-adjusted kWh on a measuring component based on a loss factor value related to a service point?

- A. Configure a Service Point Characteristic Type and derivation algorithm, and then associate the algorithm to the Measuring Component Type and the characteristic value to the service point.
- B. Configure an SQL and the derivation algorithm, and then associate the algorithm to the Measuring Component Type and SQL to the service point.
- C. Configure a factor and derivation algorithm, and then associate the factor to the Measuring Component Type and the derivation algorithm to the service point.
- D. Configure a factor and derivation algorithm, and then associate both to the Measuring Component Type and service point.
- E. Configure a Service Point Characteristic Type, factor, derivation algorithm, and Service Quantity Identifier (SQI), and then associate the SQI and derivation algorithm to the Measuring Component Type and the characteristic value to the service point.

Correct Answer: B

QUESTION 5

As part of the service order processing, the algorithm D1-CNSPINS DV (Connect SP and/or Install Device) determines if a specific activity needs to be created based on the state of the service point.

Based on the status of the service point, what can this algorithm create?

- A. Device
- B. Device Configuration
- C. Smart Meter Command
- D. Service Point

Correct Answer: D

Reference: https://docs.oracle.com/cd/E63094_01/PDF/SGG_SOM_Configuration_Guide_v2_1_0_3.pdf

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