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Oracle Utilities Customer Cloud Service 2019 Implementation
Essentials

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**QUESTION 1**

For a customer to receive a Subscription communication, what must they have?

A. an active address contact preference

B. an active address type preference

C. an active person contact preference

D. an active account contact preference

Correct Answer: D

**QUESTION 2**

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 3**

When creating a new business object for a service point (SP), what items are required to be able to view and update the new elements associated with the SP?

A. Maintenance Object, Application Service, and Schema

B. Schema, Validation Algorithm, and Maintenance UI Map

C. Display UI Map, Display Map Service Script, and Maintenance UI Map

D. Validation Algorithm, Post Processing Algorithm, and Lifecycle

Correct Answer: A

**QUESTION 4**

Which business object performs critical validations whenever initial measurements are loaded?

A. D1-IMDRetry

B. D1-GenericIMDMain

C. D1-IMDSeeder

D. D1-IMDPreVEE

E. D1-IMDPeriod

Correct Answer: C

Reference: https://docs.oracle.com/cd/E91711_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_2.pdf

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QUESTION 5

How many bill segment-related financial transactions do Payment Arrangements have?

A. depends on the number of bills that will contain the customer\\'s payment arrangement details

B. one

C. depends on the number of payments that are part of the payment arrangement

D. unlimited

E. none

Correct Answer: B

Reference: https://docs.oracle.com/cd/E63856_01/4.2%20Manage%20Device%20Measurements%20and%20Bill%20Customers/4.2.2.12%20CCB.v2.4.Manage%20Payment%20Arrangement%20Charges.pdf

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