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QUESTION 1

Which of the following documents can be used to generate an individual invoice? (Choose three)

A. Simulated billing document

B. SD billing request

C. Print document

D. Manual billing document

E. Automatic billing document

Correct Answer: BDE

QUESTION 2

How can you prevent dunning for a specific account?

A. Assign bank details on the business partner.

B. Assign the direct debit outgoing payment method on the contract account.

C. Assign an alternative dunning recipient on the contract account.

D. Assign the direct debit incoming payment method on the contract account.

Correct Answer: D

QUESTION 3

Which processes are supported within the standard SAP CRM Utilities Interaction Center agent business role? (Choose three)

A. Display billing history

B. Process incoming payment

C. Process point of delivery sets

D. Display account balance

E. Transfer items from one account to another

Correct Answer: ABD

QUESTION 4

A customer integrates with an automated meter reading operation system.

Which point of delivery role must be selected to enable communication with this system?

A. Energy quantity settlement point of delivery

B. Deregulation point of delivery

C. Point of delivery ID

D. Technical point of delivery

Correct Answer: D

QUESTION 5

Why does the meter reading status show an asterisk while reviewing a specific meter reading using Manual Monitoring (EL31)?

A. The meter reading has been associated to multiple billing orders.

B. The meter reading has been assigned to multiple meter reader ids.

C. The meter reading has been estimated multiple times.

D. The meter reading has been allocated to multiple meter reading reasons.

Correct Answer: A

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