1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

How many Tenders can a Payment Event have?

A. one Tender per Payment Event

B. no Tenders for Payment Events, only Payment Segments

C. no Tenders for Payment Events, only Payments

D. one Tender for each account the payment is applied to

E. one or more Tenders for each form of Payment submitted

Correct Answer: D

QUESTION 2

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

A. They control how the current balance is affected.

B. They control how the payoff balance is affected.

C. They control if and how the General Ledger entries are created.

D. They control how the General Ledger details are created as these must always exist against a Financial Transaction.

E. They control when a Financial Transaction is to be swept onto a bill.

Correct Answer: ACD

QUESTION 3

Which status condition means that the Business Object cannot stay in this status of the life cycle and must move to another status?

A. Initial

B. Interim

C. Final

D. Transitory

E. Start

Correct Answer: B

QUESTION 4

Additional processing can be invoked when an order is completed. Which two entities can be used to define the algorithms for order completion? (Choose two.)

A. Order Type

B. Campaign

C. Package

D. Customer Class

E. Account

Correct Answer: AC

QUESTION 5

When a bill is completed, bill messages can be retrieved from many sources. Which three are valid sources? (Choose three.)

A. Account

B. Service Agreement Type

C. Meter Read\\'s Remark

D. Account\\'s Customer Class

E. Bill Segment Type

Correct Answer: ABD

QUESTION 6

Which two Payment statuses will create Financial Transactions for a payment? (Choose two.)

A. Incomplete

B. Freezable

C. Complete

D. Frozen

E. Canceled

Correct Answer: D

QUESTION 7

Which three statements are correct for a field activity? (Choose three.)

A. It is linked directly to a service point.

B. It is linked directly to a premise.

C. It must be service specific.

D. Different field activity types for the same service point can be linked to different dispatch groups.

E. Different field activity types for the same premise can be linked to different dispatch groups.

Correct Answer: BDE

QUESTION 8

What four elements appear on every page in Oracle Utilities Customer Care and Billing when using the "classic" (or non-Fusion) user interface?

A. Dashboard, Menu Bar, Script Area, Status Bar

B. Action Bar, Dashboard, Menu Bar, Status Bar

C. Action Bar, Dashboard, Menu Bar, Script Area

D. Action Bar, Dashboard, Main Menu, Status Bar

E. Action Bar, Main Menu, Script Area, Status Bar

Correct Answer: D

QUESTION 9

Which three statuses are valid for a field activity? (Choose three.)

A. Pending

B. Dispatched

C. Complete

D. Pended by User

E. Held

Correct Answer: AC

QUESTION 10

On which entity or entities is Revision Control enabled?

A. Business Objects

B. Maintenance Objects

C. both Business Objects and Maintenance Objects

D. Portals and Zones

E. Portals

Correct Answer: D

QUESTION 11

The lifecycle logic of the parent Business Object, when inherited by the child Business Object, _____.

A. can be changed by creating a new state in the child Business Object

B. can be changed by updating an existing state in the parent Business Object so that it only affects the relevant child Business Object

C. can be changed by adding additional algorithms on the child Business Object to any of the states from the parent Business Object

D. can be changed by deleting a state in the child Business Object

E. cannot be changed

Correct Answer: C

QUESTION 12

Field Activities of specific types can be created by the system automatically based on the type of work to be carried out, connection status of a service point, and the meter\\'s installation and connection status.

Which four processes are based on the above? (Choose four.)

A. starting service

B. disconnecting service

C. testing a meter or item in the field

D. stopping service

E. disconnect Warning

Correct Answer: ABCE

QUESTION 13

Which four are the valid types of Characteristic Types? (Choose four.)

A. Predefined Value

B. Ad hoc Value

C. Lookup Value

D. Foreign Key Value

E. File Location

Correct Answer: ABDE

QUESTION 14

Which plug-in spot must be configured if an implementation does not want a Business Object to do a complete roll back if there is an error when executing state-specific business rules?

A. Monitor Algorithm

B. Entry Algorithm

C. Transition Error

D. Exit Algorithm

E. There is no way to prevent a Business Object from doing a complete rolling back.

Correct Answer: A

QUESTION 15

Which statement correctly describes access rights when a child Business Object exists?

A. Access Rights are never required for Business Objects, only for Maintenance Objects.

B. Access Rights are only required for the user at the parent Business Object level.

C. Access Rights are only required for the user at the child Business Object level.

D. Access Rights are required for the user at both the parent and the child Business Objects levels.

E. Access Rights are optional.

Correct Answer: C

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