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Oracle Utilities Customer Cloud Service 2021 Implementation Essentials

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QUESTION 1

What correctly describes the order in which algorithms, if plugged in, are executed when a bill changes from the "Pending" state to the "Complete" state?

- A. Service Agreement Type - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Pre-Bill Completion; Customer Class - Bill Completion; Customer Class - Post-Bill Completion
- B. Customer Class - Pre-Bill Completion; Customer Class - Bill Completion; Service Agreement Type Pre-Bill Completion; Service Agreement Type - Post-Bill Completion
- C. Customer Class - Pre-Bill Completion; Service Agreement Type - Pre-Bill Completion; Customer Class - Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Post-Bill Completion
- D. Service Agreement Type - Pre-Bill Completion; Customer Class - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Bill Completion; Customer Class - Post-Bill Completion
- E. Service Agreement Type - Pre-Bill Completion; Customer Class - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Bill Completion; Service Agreement Type - Post-Bill Completion; Customer Class - Post-Bill Completion

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

QUESTION 3

At what stage in the initial measurement data (IMD) import process will the application of meter multipliers be performed?

- A. Critical Validation
- B. VEE



C. Prepare for VEE

D. post-VEE

Correct Answer: A

Reference: [https://docs.oracle.com/cd/E18729_01/pdf/E18293_01.pdf\(78\)](https://docs.oracle.com/cd/E18729_01/pdf/E18293_01.pdf(78))

QUESTION 4

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 5

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 SQI and the derivation algorithm, and then associate the algorithm to the Measuring Component Type and SQI 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 6



Usage transactions can contain date breaks. Which is used to supply date breaks?

- A. the Deferred Monitor Calculation Algorithm
- B. the Usage Subscription Type
- C. the requesting system or user input
- D. the Usage Subscription BO

Correct Answer: B

QUESTION 7

When you cancel a payment, what will the system automatically do?

- A. generate a new Financial Transaction to reverse the original Financial Transaction
- B. cancel all tenders associated with the payment
- C. impact the credit rating
- D. charge a NSF Fee for the payment cancellation

Correct Answer: D

QUESTION 8

Which three statements are true about initial measurements, final measurements, and usage? (Choose three.)

- A. Usage is a synonym for bill determinants.
- B. The initial measurement data can be optionally stored in Raw format.
- C. A service point can have more than one initial measurement for the same period, but only one final measurement.
- D. Final measurements can be directly edited or updated by users or by automated processes as required.
- E. Usage is loaded in the application to generate final measurements.

Correct Answer: CDE

QUESTION 9

Using a base-supplied algorithm type, what is payment distribution priority typically determined by?

- A. Customer Class and Service Agreement Type
- B. Payment Type + Debt Age
- C. Debt Age



D. Service Agreement Type's Priority and Debt Age

E. Customer Class and Debt Age

Correct Answer: E

QUESTION 10

Throughout its lifecycle, an asset's disposition changes as it is moved between locations and service statuses.

Which are valid asset dispositions?

A. Receiving; Installed; Storage; Retired

B. In Receipt; In Field; In Stores; Retired

C. In Receipt; Installed; In Stores; Retired

D. Receiving; In Field; Storage; Retired

Correct Answer: B

QUESTION 11

A device has one or more measuring components that measure consumption, demand, or other values.

Which lists two attributes of a measuring component?

A. Channel Multiplier and Channel ID

B. Channel ID and Badge Number

C. Serial Number and Badge Number

D. Model and Serial Number

E. Manufacturer and Model

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18729_01/pdf/E18187_01.pdf (8)

QUESTION 12

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 13

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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QUESTION 14

When the source of a Financial Transaction is canceled, what does it result in?

- A. The source Financial Transaction is deleted and a new reversal Financial Transaction is created.
- B. A new reversal Financial Transaction is created.
- C. The source Financial Transaction status is changed to "Canceled".
- D. The source Financial Transaction is deleted.
- E. No change occurs.

Correct Answer: A

QUESTION 15

Which two are "Are SP and Device Ready?" state algorithms for Enable Service? (Choose two.)

- A. Customer Device Compatibility Check
- B. Create Service Point



- C. Check for Measurement
- D. Create Usage Subscription
- E. Start Service Agreement

Correct Answer: AC

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

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