



Oracle

1Z0-562 Exam

Oracle Utilities Customer Care and Billing 2 Essentials Exam

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Version: 8.0

Question: 1

Which four entities does the Application Viewer allow you to view? (Choose four.)

- A. Algorithms
- B. Database Tables
- C. Maintenance Objects
- D. COBOL Programs
- E. Service Scripts

Answer: A,B,C,E

Question: 2

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? (Choose the best answer.)

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

Answer: C

Question: 3

A service agreement's Primary Rate Schedule is linked to two Sub Rates. (Choose the best answer.)
A bill segment is created for the service agreement for the period January 1, 2010 to February 1, 2010.
The Primary Rate Schedule has a rate version effective on January 1, 2009 and another effective on January 15, 2010.
How many bill calculation headers will be created for the bill segment?

- A. one
- B. two
- C. three
- D. four
- E. five

Answer: A

Question: 4

Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer? (Choose the best answer.)

- A. Customer Class
- B. Debt Class
- C. Collection Class
- D. Collection Class Control
- E. Collection Process Template

Answer: B

Question: 5

Which three statements are correct for Adjustment Types? (Choose three.)

- A. they control the valid Service Agreement Types that adjustments can be linked to
- B. they control whether a rate is to be called to calculate an adjustment amount
- C. they control how adjustments appear on bills
- D. they control the valid Adjustment Profiles that adjustment types can belong to
- E. they can default an Adjustment Amount to adjustments

Answer: B,C,E

Reference:

https://docs.oracle.com/cd/E18727_01/doc.121/e13623/T185673T185678.htm

Question: 6

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

Answer: A, B, C, E

Question: 7

Which two plug-in spots allow additional logic to be implemented when a field activity is completed in the field? (Choose two.)

- A. Field Activity Type – FA Completion Control
- B. Field Activity Type Profile – FA Completion Control
- C. Field Activity Remark - Activation
- D. Meter Reader Remark - Activation
- E. Installation – FA Additional Information

Answer: B,D

Reference:

http://docs.oracle.com/cd/E61807_01/PDF/CCB_Administration_Guide_v2_5_0_0.pdf

Question: 8

At which level are Service Quantity Rules and Register Rules specified? (Choose the best answer.)

- A. Rate Schedule
- B. Rate Version
- C. Rate Component
- D. Bill Segment Type
- E. Bill Factor

Answer: D

Reference:

https://docs.oracle.com/cd/E18733_01/pdf/E18367_V3_01.pdf

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