

1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

How many service agreements are linked to a severance process?

- A. one
- B. all service agreements that are connected to the initiating collection process
- C. all service agreements that are connected to the initiating overdue process
- D. any number defined by the business user
- E. zero ?accounts are linked to severance processes

Correct Answer: C

QUESTION 2

Which major entities in the "V" hold the key geographic, demographic, and financial information related to a customer who is financially responsible for a property?

- A. Account, Bill, Premise, Service Agreement, Service Point
- B. Account, Person, Premise, Service Agreement, Service Point
- C. Account, Bill, Customer Class, Premise, Service Agreement
- D. Account, Customer Class, Premise, Service Agreement, Service Point
- E. Account, Customer Class, Person, Premise, Service Agreement

Correct Answer: E

QUESTION 3

A service agreement's Primary Rate Schedule is linked to two Sub Rates.

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

Correct Answer: A

QUESTION 4

Which two step types can invoke a business service directly when configuring scripts? (Choose two.)

- A. Edit Data
- B. Invoke Business Object
- C. Invoke Business Service
- D. Invoke Service Script
- E. Invoke Plug-In script

Correct Answer: BD

QUESTION 5

Which three statements are correct in reference to Case Types? (Choose three.)

- A. It defines the possible states its cases can pass through.
- B. It defines the template for outgoing letters.
- C. It defines multiple initial states.
- D. It defines additional fields to be entered as part of the case.
- E. It defines if a Responsible User is required.

Correct Answer: ABD

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