1Z0-562 $^{Q\&As}$

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

What can cause a bill segment to have multiple bill calculation headers?

A. multiple Rate Versions

B. proration at Rate Component level

C. proration at Bill Factor level

D. multiple Scheduled Read Dates covered by the bill period

E. multiple service agreements being covered by a bill segment

Correct Answer: C

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?

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

Correct Answer: C

QUESTION 3

What information appears when you click the Help button in the Action Bar when using the "classic" (or non-Fusion) user interface?

A. contact information about the specific implementation

B. information for a specific zone

C. an index of Control Central information

D. context-sensitive information

E. information for a specific portal

Correct Answer: D

QUESTION 4

How can a specific price, percent, or flat charge be directly specified or referenced on a Rate Component? (Choose two.)

A. Bill Factor

B. Rate Component Value Algorithm

C. Explicitly Specified

D. Bill Factor Value

E. Service Quantity

Correct Answer: BD

QUESTION 5

Which three entities may be individually linked, as a minimum, to the bill when created using the Off Cycle Bill Generator? (Choose three.)

A. Service Agreement (non-canceled) only

B. Adjustments (frozen) only

C. Billable Charge (non-canceled) and its related Service Agreement

D. Adjustment (canceled) only

E. Billable Charge (non-canceled) or its related Service Agreement

Correct Answer: ACD