

## 1Z0-562<sup>Q&As</sup>

Oracle Utilities Customer Care and Billing 2 Essentials

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## QUESTION 1

Which step type allows you to invoke another Business Process Assistant (BPA) script and assumes that the original script has completed execution?

- A. Perform Script
- B. Transfer Control
- C. Invoke Service Script
- D. Go To Step
- E. Press a Button

Correct Answer: A

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## QUESTION 2

Where can you quickly find information and "cut and paste" examples on valid edit data syntax when you are configuring scripts?

- A. in the Business Process documentation only (online)
- B. in the Administration documentation only (online)
- C. by clicking the Help button
- D. by clicking the "?" icon in zone headers
- E. in the "Script Tips" zone in the Dashboard

Correct Answer: C

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## QUESTION 3

After a bill has been generated and sent to a customer, a business user may discover an error and need to correct the changes that were generated.

What describes the functionality where canceled and rebilled bill segments are presented on a new bill that must not contain new charges?

- A. Cancel/Rebill
- B. Correction Notes
- C. Credit Notes
- D. Off Cycle Bill Generator

E. Cancel/Rebill and Credit Notes

Correct Answer: C

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#### QUESTION 4

Which three are valid types of Rate Components? (Choose three.)

- A. Flat Charge
- B. Service Quantity
- C. For Calculation Purposes Only
- D. Interval Pricing
- E. Sub Rate

Correct Answer: ACE

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#### QUESTION 5

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

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#### QUESTION 6

When a customer has a specific price for a defined quantity which is different to other customers, where is this specific price for the related Bill Factor defined?

- A. Rate Component
- B. Bill Factor Characteristic
- C. Bill Factor Value
- D. Service Agreement ?Contract Value
- E. Account Characteristic

Correct Answer: E

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## QUESTION 7

Service Points are specific locations at a property where a customer receives service. Select the three main categories of service points. (Choose three.)

- A. Metered
- B. Metered - Interval
- C. Metered - Non-Interval
- D. Badged Item
- E. Unbadged Item

Correct Answer: ACE

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## QUESTION 8

What is the mapping rule for an element that physically resides in a column on a Maintenance Object's primary table called?

- A. mapChild
- B. mapPrimTable
- C. mapField
- D. mapTable
- E. mapElement

Correct Answer: D

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## QUESTION 9

What correctly describes the possible causes of price proration?

- A. change in Rate Schedule only
- B. change in Rate Version only
- C. change in Bill Factor only
- D. changes in Rate Schedule and Bill Factor
- E. changes in Rate Version and Bill Factor

Correct Answer: C

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**QUESTION 10**

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

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**QUESTION 11**

Which Control Central tab is the business user first transferred to when a customer/account/premise record is located and selected?

- A. Main
- B. Account Information
- C. Customer Information
- D. Account Tree
- E. Premise Tree

Correct Answer: D

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**QUESTION 12**

Which level provides security authentication when logging into Oracle Utilities Customer Care and Billing for production supported environments?

- A. User Interface Tier
- B. Web Server
- C. Application Server
- D. Database Server
- E. Web and Application Server

Correct Answer: D

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**QUESTION 13**

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

Correct Answer: ABCE

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**QUESTION 14**

Which three statements describe the main functions of User ?Portal Preference? (Choose three.)

- A. It defines which zones appear on portals.
- B. It defines which zones should initially be collapsed on portals.
- C. It defines the order in which the zones appear on portals.
- D. It updates the security rights for zones appearing on portals.
- E. It updates the security rights to the portals.

Correct Answer: ABC

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**QUESTION 15**

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

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