

1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

Which two Payment statuses will create Financial Transactions for a payment? (Choose two.)

- A. Incomplete
- B. Freezable
- C. Complete
- D. Frozen
- E. Canceled

Correct Answer: D

QUESTION 2

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 3

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 4

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

Correct Answer: BD

QUESTION 5

What controls the types of service agreements and service points to be created?

- A. Campaign
- B. Package
- C. Campaign and Package
- D. Service Agreement Type/Service Point Type Relationship
- E. Order

Correct Answer: C

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