

1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

Which three areas can be specified to invoke a User Interface (UI) map from a Business Process Assistant (BPA) script? (Choose three.)

- A. Business Process Assistant (BPA) Script Area
- B. Page
- C. Pop-Up
- D. Portal
- E. Zone

Correct Answer: BCD

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

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

QUESTION 4

What can cause multiple bill lines for a rate component to be produced in a bill calculation header?

A. change in Rate Schedule

B. change in Rate Version

C. change in Bill Factor

D. changes in Rate Schedule and Bill Factor

E. changes in Rate Version and Bill Factor

Correct Answer: A

QUESTION 5

Which statement is the best approach to prevent executing an algorithm that is plugged in on a specific state of a base package-supplied parent Business Object?

A. Select the Inactive Algorithm option type on the specific state of the parent Business Object and put in the name of the algorithm.

B. Select the Stop Algorithm option type on the specific state of the parent Business Object and put in the name of the algorithm.

C. Select the Inactive Algorithm option type on the Maintenance Object and put in the name of the algorithm.

D. Delete the algorithm directly from the parent Business Object.

E. Create a new Business Object by copying the existing Business Object and make the required changes.

Correct Answer: C

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