

1Z0-996-21^{Q&As}

Oracle Utilities Customer Cloud Service 2021 Implementation Essentials





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QUESTION 1

For a customer to receive a Subscription communication, what must they have?

- A. an active address contact preference
- B. an active address type preference
- C. an active person contact preference
- D. an active account contact preference

Correct Answer: D

QUESTION 2

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

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

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18367_V1_01.pdf (3)

QUESTION 3

When configuring the Get Scalar Details usage rule, which three attributes can be defined to retrieve scalar values? (Choose three.)

- A. Unit of Measure
- B. Device ID
- C. Service Quantity Identifier
- D. Time of Use
- E. Service Point ID

Correct Answer: BDE

QUESTION 4

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. 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
- B. Customer Class - Pre-Bill Completion; Customer Class - Bill Completion; Service Agreement Type Pre-Bill Completion; Service Agreement Type - Post-Bill Completion
- C. 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
- D. 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
- 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: D

QUESTION 5

In addition to sets of procedures, and careful handling instructions for hazardous or delicate materials, what can Specifications include to provide information about assets or other entities?

- A. Attributes
- B. Specifications
- C. Rules D. Conditions

Correct Answer: B

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