



1Z0-996-20^{Q&As}

Oracle Utilities Customer Cloud Service 2020 Implementation Essentials

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QUESTION 1

How many devices can be installed at a service point at an instance in time?

- A. exactly one device
- B. up to three devices
- C. one for each service type
- D. one for each measuring component

Correct Answer: A

Reference: https://docs.oracle.com/cd/E80256_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_0.pdf

QUESTION 2

Which three statements are true in relation to a Payment Arrangement Request? (Choose three.)

- A. examines the Account's eligibility for Payment Arrangement
- B. ensures creation of either Pay Plan or Payment Arrangement
- C. creates the Payment Arrangement Service Agreement
- D. calculates delinquent amount for Service Agreements eligible for Payment Arrangement
- E. determines if the Payment Arrangement Request requires approval

Correct Answer: ACE

QUESTION 3

If a customer makes a payment for more than what is due for the account, which entity contains the logic for how this overpayment should be handled?

- A. Tender Type
- B. Installation Options
- C. Customer Class
- D. Pay Segment Type
- E. Service Agreement Type

Correct Answer: BCE

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18368_V1_01.pdf



QUESTION 4

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. Bill Factor Characteristic
- B. Bill Factor Value
- C. Service Agreement - Contract Value
- D. Calculation Rule
- E. Account Characteristic

Correct Answer: C

QUESTION 5

Which three statements are true about usage subscriptions? (Choose three.)

- A. A usage subscription can have either parent or child service points.
- B. A usage subscription can be configured to include only a portion of a service point usage.
- C. A usage subscription can have many service points.
- D. Usage subscriptions are always related to an account.
- E. A usage subscription can have only one service point.

Correct Answer: ACD

Reference: https://docs.oracle.com/cd/E38983_04/PDF/MDM_Configuration_Guide_v2_1_0_3.pdf (227)

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