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Oracle Utilities Customer Cloud Service 2020 Implementation Essentials

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QUESTION 1

How many bill segment-related financial transactions do Payment Arrangements have?

A. depends on the number of bills that will contain the customer\'s payment arrangement details

B. one

C. depends on the number of payments that are part of the payment arrangement

D. unlimited

E. none

Correct Answer: B

Reference: https://docs.oracle.com/cd/E63856_01/4.2%20Manage%20Device%20Measurements%20and
%20Bill%20Customers/4.2.2.12%20CCB.v2.4.Manage%20Payment%20Arrangement%20Charges.pdf

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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. 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 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

What can cause a bill segment to have multiple bill calculation headers?

A. multiple Rate Version Calculation Group

B. multiple Scheduled Read Dates covered by the bill period

C. proration at Bill Factor level

D. multiple service agreements being covered by a bill segment

E. proration at Calculation Rules level

Correct Answer: C

QUESTION 5

As part of the service order processing, the algorithm D1-CNSPINSDV (Connect SP and/or Install Device) determines if a specific activity needs to be created based on the state of the service point.

Based on the status of the service point, what can this algorithm create?

A. Device

B. Device Configuration

C. Smart Meter Command

D. Service Point

Correct Answer: D

Reference: https://docs.oracle.com/cd/E63094_01/PDF/SGG_SOM_Configuration_Guide_v2_1_0_3.pdf

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