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Oracle Utilities Customer Cloud Service 2021 Implementation Essentials

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QUESTION 1

How many service agreements are linked to a severance process?

- A. all service agreements that are connected to the initiating overdue process
- B. one
- C. any number defined by the business user
- D. zero - accounts are linked to severance processes
- E. all service agreements that are connected to the initiating collection process

Correct Answer: C

QUESTION 2

Which describes derived values and their relationship with Final Measurements?

- A. Final Measurements can have multiple derived values, which represent other values for the same Final Measurement Date/Time.
- B. Derived values can have multiple Final Measurements, which represent other values for the same Initial Measurement Date/Time.
- C. Final Measurements can have one derived value, which represents an alternative for the same Final Measurement Date/Time.
- D. Final Measurements can have one derived value, which represents the Initial Measurement for the same Final Measurement Date/Time.

Correct Answer: D

QUESTION 3

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 4

How many derived values can a final measurement have in addition to the primary measured value?

- A. 2
- B. 15
- C. 10
- D. 5

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18729_01/pdf/E18293_01.pdf (80)

QUESTION 5

Which three are important Account concepts that must always be followed? (Choose three.)

- A. Accounts expire when there are no active contracts.
- B. An Account can only reference one and only one person at one time.
- C. Every Account has a unique, system-assigned Account ID.
- D. Bills are produced for an account and are sent to the account persons.
- E. An Account references one or more persons.

Correct Answer: BCD

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