



# 1Z0-562<sup>Q&As</sup>

Oracle Utilities Customer Care and Billing 2 Essentials

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**QUESTION 1**

What do the colored bars indicate in the To Do Summary Zone?

- A. aging
- B. priority
- C. status
- D. To Do role
- E. number of To Do entries

Correct Answer: C

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**QUESTION 2**

Field Activities of specific types can be created by the system automatically based on the type of work to be carried out, connection status of a service point, and the meter's installation and connection status.

Which four processes are based on the above? (Choose four.)

- A. starting service
- B. disconnecting service
- C. testing a meter or item in the field
- D. stopping service
- E. disconnect Warning

Correct Answer: ABCE

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**QUESTION 3**

Which two statements describe when register readings for a meter get marked for High and/or Low review? (Choose two.)

- A. When the register details for a meter are loaded into the staging tables
- B. When the register readings for a meter are created online
- C. When the MUP2 batch process creates the register readings for a meter
- D. When the register readings for a meter are updated
- E. When the TD-HILO batch process is executed

Correct Answer: AC

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**QUESTION 4**

What is used to describe a group of tables that hold an object's physical data?

- A. Maintenance Object
- B. Business Object
- C. Character Large Object (CLOB)
- D. Data Area
- E. Basic Large Object (BLOB)

Correct Answer: D

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**QUESTION 5**

Which two statements are correct in relation to a completed bill that has been generated by batch billing? (Choose two.)

- A. A Bill Route record contains the list of all persons who are to receive a copy of the completed bill.
- B. A Route Type on a bill can be changed if the completed bill has not been downloaded.
- C. Bill Segments can only be canceled or rebilled if a completed bill has been reopened.
- D. The number of completed bills that may be reopened is configurable.
- E. Only the latest completed bill may be reopened.

Correct Answer: AC

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**QUESTION 6**

How can a specific price, percent, or flat charge be directly specified or referenced on a Rate Component? (Choose two.)

- A. Bill Factor
- B. Rate Component Value Algorithm
- C. Explicitly Specified
- D. Bill Factor Value
- E. Service Quantity

Correct Answer: BD

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### QUESTION 7

A service agreement's Primary Rate Schedule is linked to two Sub Rates.

A bill segment is created for the service agreement for the period January 1, 2010 to February 1, 2010.

The Primary Rate Schedule has a rate version effective on January 1, 2009 and another effective on January 15, 2010.

How many bill calculation headers will be created for the bill segment?

- A. one
- B. two
- C. three
- D. four
- E. five

Correct Answer: A

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### QUESTION 8

Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer?

- A. Customer Class
- B. Debt Class
- C. Collection Class
- D. Collection Class Control
- E. Collection Process Template

Correct Answer: B

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### QUESTION 9

Which Control Central tab is the business user first transferred to when a customer/account/premise record is located and selected?

- A. Main
- B. Account Information
- C. Customer Information
- D. Account Tree
- E. Premise Tree



Correct Answer: D

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#### QUESTION 10

Which level provides security authentication when logging into Oracle Utilities Customer Care and Billing for production supported environments?

- A. User Interface Tier
- B. Web Server
- C. Application Server
- D. Database Server
- E. Web and Application Server

Correct Answer: D

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#### QUESTION 11

Which plug-in spot must be configured if an implementation does not want a Business Object to do a complete roll back if there is an error when executing state-specific business rules?

- A. Monitor Algorithm
- B. Entry Algorithm
- C. Transition Error
- D. Exit Algorithm
- E. There is no way to prevent a Business Object from doing a complete rolling back.

Correct Answer: A

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#### QUESTION 12

How many service agreements are linked to a severance process?

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

Correct Answer: C

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### QUESTION 13

Which three statements describe the main functions of User ?Portal Preference? (Choose three.)

- A. It defines which zones appear on portals.
- B. It defines which zones should initially be collapsed on portals.
- C. It defines the order in which the zones appear on portals.
- D. It updates the security rights for zones appearing on portals.
- E. It updates the security rights to the portals.

Correct Answer: ABC

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### QUESTION 14

Which three statuses are valid for a field activity? (Choose three.)

- A. Pending
- B. Dispatched
- C. Complete
- D. Pended by User
- E. Held

Correct Answer: AC

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### QUESTION 15

Where do the business rules reside in the Oracle Utilities Application Framework architecture?

- A. User Interface Tier
- B. Web Server
- C. Application Server
- D. Database
- E. Web and Application Server

Correct Answer: D