



Oracle

Exam 1z0-562

Oracle Utilities Customer Care and Billing 2 Essentials

Version: 6.0

[Total Questions: 70]

Question No : 1

Business Object rules will not work if the _____ algorithm is not plugged into the Maintenance Object. (Choose the best answer.)

- A. Revision Control
- B. Determine BO
- C. Audit
- D. Determine MO
- E. Determine BS

Answer: D

Question No : 2

When a bill is completed, bill messages can be retrieved from many sources. Which three are valid sources? (Choose three.)

- A. Account
- B. Service Agreement Type
- C. Meter Read's Remark
- D. Account's Customer Class
- E. Bill Segment Type

Answer: A

Reference:

http://docs.oracle.com/cd/E13228_01/fscm9pbr0/eng/psbooks/sbil/htm/sbil05.htm

Question No : 3

Where do the business rules reside in the Oracle Utilities Application Framework architecture? (Choose the best answer.)

- A. User Interface Tier
- B. Web Server
- C. Application Server

- D. Database
- E. Web and Application Server

Answer: D

Question No : 4

The Help button is one source of assistance for a business user. Where can additional help text, if enabled, be located when configuring new user interfaces? (Choose the best answer.)

- A. Portal Level, Zone Level, and Individual Field Level
- B. Zone Level and Individual Field Level
- C. Individual Field Level only
- D. Portal Level only
- E. Zone Level only

Answer: C

Question No : 5

Which three statements are correct for a field activity? (Choose three.)

- A. It is linked directly to a service point.
- B. It is linked directly to a premise.
- C. It must be service specific.
- D. Different field activity types for the same service point can be linked to different dispatch groups.
- E. Different field activity types for the same premise can be linked to different dispatch groups.

Answer: B,D,E

Reference:

https://docs.oracle.com/cd/E16582_01/doc.91/e15128/set_up_boms.htm

Question No : 6

Which status condition means that the Business Object cannot stay in this status of the life cycle and must move to another status? (Choose the best answer.)

- A. Initial
- B. Interim
- C. Final
- D. Transitory
- E. Start

Answer: B

Question No : 7

How are To Do Entries considered to be related to other To Do Entries on the Current To Do Zone? (Choose the best answer.)

- A. They reference at least one common drill key reference.
- B. They reference at least two common drill key references.
- C. They reference at least one common foreign key characteristic.
- D. They reference at least two common foreign key characteristics.
- E. The ID of one To Do Entry is populated in the characteristics of another To Do Entry.

Answer: D

Question No : 8

How many service agreements are linked to a severance process? (Choose the best answer.)

- 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

Answer: C

Question No : 9

What do the colored bars indicate in the To Do Summary Zone? (Choose the best answer.)

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

Answer: C

Question No : 10

Which high-level entity prevents invalid meter configurations from being set up for a specific meter? (Choose the best answer.)

- A. Meter Type
- B. Meter Configuration Type
- C. Valid Meter Configuration
- D. Valid Register Configuration
- E. Meter Configuration

Answer: B

Reference:

http://docs.oracle.com/cd/E38983_04/PDF/MDM_Configuration_Guide_v2_1_0_3.pdf

Question No : 11

Which three statements are correct in reference to Case Types? (Choose three.)

- A. It defines the possible states its cases can pass through.
- B. It defines the template for outgoing letters.
- C. It defines multiple initial states.
- D. It defines additional fields to be entered as part of the case.
- E. It defines if a Responsible User is required.

Answer: A,B,D

Reference:

http://docs.oracle.com/cd/E28394_01/pt852pbh1/eng/psbooks/tapd/htm/tapd07.htm

Question No : 12

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

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

Answer: A,C

Reference:

http://docs.oracle.com/cd/E52390_01/fscm92pbr3/eng/fscm/fcam/task_DefiningContractStatuses-9f6074.html

Question No : 13

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

Answer: B,D

Reference:

https://docs.oracle.com/cd/E18733_01/pdf/E18367_V3_01.pdf

Question No : 14

When an account is created, Access Rights are granted to control which user/users have access to that account's information. Which three entities will have restricted access if a user does not have access to that account? (Choose three.)

- A. Account's Bills
- B. Account's Service Agreements
- C. premises linked to Service Agreements related to that account
- D. Account's Customer Class
- E. Account's Bill Cycle

Answer: B,C,E

Question No : 15

What are the three main classes of portals? (Choose three.)

- A. Dashboard portal
- B. Customer Information portal
- C. Standalone portal
- D. Tab Page portal
- E. Account Information portal

Answer: A,C,E

Question No : 16

What four elements appear on every page in Oracle Utilities Customer Care and Billing when using the "classic" (or non-Fusion) user interface? (Choose the best answer.)

- A. Dashboard, Menu Bar, Script Area, Status Bar
- B. Action Bar, Dashboard, Menu Bar, Status Bar
- C. Action Bar, Dashboard, Menu Bar, Script Area
- D. Action Bar, Dashboard, Main Menu, Status Bar
- E. Action Bar, Main Menu, Script Area, Status Bar

Answer: D

Question No : 17

What correctly describes the hierarchy in how a Rate Schedule must be created? (Choose the best answer.)

- A. Rate Schedule, Rate Version, Rate Component, SA Type
- B. Rate Version, Rate Schedule, Rate Component
- C. Rate Component, Rate Version, Rate Schedule
- D. Rate Schedule, Rate Component, Rate Version
- E. Rate Schedule, Rate Version, Rate Component

Answer: E

Reference:

https://docs.oracle.com/cd/E18733_01/pdf/E18367_V3_01.pdf

Question No : 18

Which type(s) of script(s) contain predefined input/output parameters? (Choose the best answer.)

- A. Service Scripts
- B. Plug-in Scripts
- C. BPA Scripts
- D. Plug-in and Service Scripts
- E. No scripts have predefined input/output parameters.

Answer: E

Reference:

https://blogs.oracle.com/opal/entry/sqlplus_101_substitution_varia