



IT認證考試題庫 專業平臺

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Exam : **1Z0-562**

Title : Oracle Utilities Customer
Care and Billing 2 Essentials

Version : Demo

1.Which four entities does the Application Viewer allow you to view? (Choose four.)

- A. Algorithms
- B. Database Tables
- C. Maintenance Objects
- D. COBOL Programs
- E. Service Scripts

Answer: A,B,C,E

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? (Choose the best answer.)

- A. Customer Class – Pre-Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Pre-Bill Completion; Service Agreement Type – Post-BillCompletion
- B. 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
- C. Service Agreement Type – Pre-Bill Completion; Customer Class – Pre-Bill Completion; Service Agreement Type – BillCompletion; Customer Class – Bill Completion; Customer Class – Post-Bill Completion
- D. 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
- E. Service Agreement Type – Pre-Bill Completion; Customer Class – Pre-Bill Completion; Service Agreement Type – Bill Completion; Customer Class – BillCompletion; Service Agreement Type – Post-Bill Completion; Customer Class – Post-Bill Completion

Answer: C

3.A service agreement’s Primary Rate Schedule is linked to two Sub Rates. (Choose the best answer.)

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

Answer: A

4.Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer? (Choose the best answer.)

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

Answer: B

5. Which three statements are correct for Adjustment Types? (Choose three.)

- A. they control the valid Service Agreement Types that adjustments can be linked to
- B. they control whether a rate is to be called to calculate an adjustment amount
- C. they control how adjustments appear on bills
- D. they control the valid Adjustment Profiles that adjustment types can belong to
- E. they can default an AdjustmentAmount to adjustments

Answer: B,C,E

Explanation:

Reference: https://docs.oracle.com/cd/E18727_01/doc.121/e13623/T185673T185678.htm