

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

Oracle Utilities Customer Care and Billing 2 Essentials

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**QUESTION 1**

Which three entities may be individually linked, as a minimum, to the bill when created using the Off Cycle Bill Generator? (Choose three.)

- A. Service Agreement (non-canceled) only
- B. Adjustments (frozen) only
- C. Billable Charge (non-canceled) and its related Service Agreement
- D. Adjustment (canceled) only
- E. Billable Charge (non-canceled) or its related Service Agreement

Correct Answer: ACD

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**QUESTION 2**

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

- 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

Correct Answer: D

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**QUESTION 3**

What typically determines the number of accounts a person has?

- A. the number of bills the person wants to receive
- B. the number of sites/premises the person is financially responsible for
- C. the number of services the person wants to receive
- D. each time the person signs up with the Utility after ceasing the previous contractual relationship with the Utility
- E. each time the person moves premises (terminate financial responsibility for one premise and take on responsibility for another premise)

Correct Answer: C

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**QUESTION 4**

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 5**

After a bill has been generated and sent to a customer, a business user may discover an error and need to correct the changes that were generated.

What describes the functionality where canceled and rebilled bill segments are presented on a new bill that must not contain new charges?

- A. Cancel/Rebill
- B. Correction Notes
- C. Credit Notes
- D. Off Cycle Bill Generator
- E. Cancel/Rebill and Credit Notes

Correct Answer: C

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