

1Z0-996-20^{Q&As}

Oracle Utilities Customer Cloud Service 2020 Implementation Essentials

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QUESTION 1

If a customer makes a payment for more than what is due for the account, which entity contains the logic for how this overpayment should be handled?

- A. Tender Type
- B. Installation Options
- C. Customer Class
- D. Pay Segment Type
- E. Service Agreement Type

Correct Answer: BCE

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18368_V1_01.pdf

QUESTION 2

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

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

Correct Answer: A

Reference: https://docs.oracle.com/cd/E28945_01/4.3%20Collect%20Revenue/CCandB%20URM%204.3.2.1.pdf

QUESTION 3

What determines an Account's Balance?

- A. the sum of all the Financial Transactions linked directly to the service agreements related to the account
- B. the amount recorded in the "Balance Due" field on an account
- C. the logic defined in a plug-in spot on the Installations Option
- D. the sum of all the balances recorded in the "Balance Due" field on each service agreement related to the account
- E. the sum of all the Financial Transactions linked directly to the account

Correct Answer: E

QUESTION 4

When a service agreement is created, it is based on a template called the Service Agreement Type (SA Type) and values may be defaulted from a Start Option.

Which three attributes can get defaulted from a Start Option? (Choose three.)

- A. Terms and Conditions
- B. Service to be billed
- C. Contract Quantities
- D. CIS Division
- E. Rate

Correct Answer: ABC

QUESTION 5

Throughout its lifecycle, an asset's disposition changes as it is moved between locations and service statuses.

Which are valid asset dispositions?

- A. Receiving; Installed; Storage; Retired
- B. In Receipt; In Field; In Stores; Retired
- C. In Receipt; Installed; In Stores; Retired
- D. Receiving; In Field; Storage; Retired

Correct Answer: B

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