

C_FSUTIL_60^{Q&As}

SAP Certified Associate - Utilities with SAP ERP 6.0

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QUESTION 1

While reviewing a customer's interaction history within the Interaction Center you discover that some interactions are missing from the interaction history.

What may explain this?

- A. An IS-U Customer Contact failed to replicate to SAP CRM.
- B. An interaction record does not have the status "completed".
- C. A previous interaction was not saved manually prior to ending the interaction.
- D. A utility contract does not exist for the customer.

Correct Answer: A

QUESTION 2

The Shop-Smart department store chain has entered your service territory with 8 stores in different regions. Each store's consumption bill must be sent to the respective store as well as to the head office. One central business partner will be created to represent the department store chain.

What is a valid way to set up master data for this account?

- A. A fixed address will exist for each store.
- B. One independent address will exist for each store.
- C. The Correspondence Recipient field will be populated with the head office information.
- D. The Alternative Payer field will be populated to send bills to both parties.

Correct Answer: A

QUESTION 3

Which processes can be directly called within the account display transaction? (Choose three)

- A. Change contract
- B. Display returns history
- C. Mass change
- D. Create budget billing plan
- E. Display installation

Correct Answer: ABC

QUESTION 4

A nonresidential tariff specifies that the delivery charge is calculated based on an hourly price.

Which master data object should be used to store the hourly prices?

- A. Elementary profile
- B. Synthetic profile
- C. Fact group
- D. Price key

Correct Answer: A

QUESTION 5

With which other components is the Industry Solution for Utilities directly integrated? (Choose three)

- A. Time Management
- B. Accounts Payable
- C. Materials Management
- D. Sales and Distribution
- E. Business Intelligence

Correct Answer: CDE

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