

C_FSUTIL_60^{Q&As}

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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

A financial clerk is posting an FI-CA document.

Which scenarios can be posted? (Choose three)

- A. The document has statistical general ledger items totaling \$25.
- B. The document has one statistical business partner item totaling \$25.
- C. The document has two business partner items totaling \$25 and one general ledger item totaling \$25.
- D. The document has two business partner items totaling \$25 and two general ledger items totaling \$25.
- E. The document has two business partner items totaling \$0 and one general ledger item totaling \$25.

Correct Answer: BCD

QUESTION 3

A utility company bills monthly, and considers any billing period that has a length of 25-35 days to be a normal monthly bill.

Where would you enter the interval so that when interval-based period control is selected, the billing engine considers the billing period length when determining the rate step calculation?

- A. In the fact value
- B. In the price key
- C. In the meter reading unit
- D. In the portion

Correct Answer: D

QUESTION 4

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 5

You are attempting to create master data to test the billing process. When you perform a full installation for the device, you must input the rate type for each billing-relevant register. You enter a valid value in the rate field and choose enter.

Why might the system return an error message and prevent you from saving?

- A. The device can only be installed as billing-relevant.
- B. The rate type is configured as facts permissible.
- C. The device is actually a device info record.
- D. A reference value exists on the installation.

Correct Answer: B

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