

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

Oracle Utilities Customer Care and Billing 2 Essentials

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**QUESTION 1**

What information appears when you click the Help button in the Action Bar when using the "classic" (or non-Fusion) user interface?

- A. contact information about the specific implementation
- B. information for a specific zone
- C. an index of Control Central information
- D. context-sensitive information
- E. information for a specific portal

Correct Answer: D

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**QUESTION 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?

- A. Customer Class – Pre-Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Pre-Bill Completion; Service Agreement Type – Post-Bill Completion
- 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 – Bill Completion; 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 – Bill Completion; Service Agreement Type – Post-Bill Completion; Customer Class – Post-Bill Completion

Correct Answer: C

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**QUESTION 3**

What can call a business service directly?

- A. JAVA Program only
- B. JAVA Program, Plug-In, Service Scripts only
- C. Business Process Assistant (BPA) scripts only
- D. Plug-In and Service Scripts only

E. JAVA Program, Business Process Assistant (BPA) Scripts, Plug-In, and Service Scripts only

Correct Answer: A

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**QUESTION 4**

Which two plug-in spots allow additional logic to be implemented when a field activity is completed in the field? (Choose two.)

- A. Field Activity Type –FA Completion Control
- B. Field Activity Type Profile – FA Completion Control
- C. Field Activity Remark - Activation
- D. Meter Reader Remark - Activation
- E. Installation – FA Additional Information

Correct Answer: BD

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**QUESTION 5**

The lifecycle logic of the parent Business Object, when inherited by the child Business Object, \_\_\_\_\_.

- A. can be changed by creating a new state in the child Business Object
- B. can be changed by updating an existing state in the parent Business Object so that it only affects the relevant child Business Object
- C. can be changed by adding additional algorithms on the child Business Object to any of the states from the parent Business Object
- D. can be changed by deleting a state in the child Business Object
- E. cannot be changed

Correct Answer: C

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**QUESTION 6**

What is used to describe a group of tables that hold an object's physical data?

- A. Maintenance Object
- B. Business Object
- C. Character Large Object (CLOB)
- D. Data Area

E. Basic Large Object (BLOB)

Correct Answer: D

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**QUESTION 7**

Which three statuses are valid for a field activity? (Choose three.)

- A. Pending
- B. Dispatched
- C. Complete
- D. Pended by User
- E. Held

Correct Answer: AC

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**QUESTION 8**

Business Object rules will not work if the \_\_\_\_\_ algorithm is not plugged into the Maintenance Object.

- A. Revision Control
- B. Determine BO
- C. Audit
- D. Determine MO
- E. Determine BS

Correct Answer: D

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**QUESTION 9**

Which three statements describe the main functions of User ?Portal Preference? (Choose three.)

- A. It defines which zones appear on portals.
- B. It defines which zones should initially be collapsed on portals.
- C. It defines the order in which the zones appear on portals.
- D. It updates the security rights for zones appearing on portals.
- E. It updates the security rights to the portals.

Correct Answer: ABC

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**QUESTION 10**

How many service agreements are linked to a severance process?

- A. one
- B. all service agreements that are connected to the initiating collection process
- C. all service agreements that are connected to the initiating overdue process
- D. any number defined by the business user
- E. zero ?accounts are linked to severance processes

Correct Answer: C

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**QUESTION 11**

What accurately classifies a Customer Contact?

- A. Contact Type only
- B. Contact Class only
- C. Contact Type and Contact Class
- D. Contact Type and Customer Class
- E. Contact Class and Customer Class

Correct Answer: C

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**QUESTION 12**

Which process is used to populate the Field Activity Upload Staging Tables?

- A. FACOMPL
- B. MUP1
- C. MUP2
- D. Process `X\`
- E. FAUP-PURG

Correct Answer: B

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**QUESTION 13**

Which type(s) of script(s) contain predefined input/output parameters?

- A. Service Scripts
- B. Plug-in Scripts
- C. BPA Scripts
- D. Plug-in and Service Scripts
- E. No scripts have predefined input/output parameters.

Correct Answer: E

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**QUESTION 14**

Which three statements are true in relation to Financial Transaction creation algorithms? (Choose three.)

- A. They control how the current balance is affected.
- B. They control how the payoff balance is affected.
- C. They control if and how the General Ledger entries are created.
- D. They control how the General Ledger details are created as these must always exist against a Financial Transaction.
- E. They control when a Financial Transaction is to be swept onto a bill.

Correct Answer: ACD

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**QUESTION 15**

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

Correct Answer: ABCE

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