



1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

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

QUESTION 2

When an account is created, Access Rights are granted to control which user/users have access to that account's information.

Which three entities will have restricted access if a user does not have access to that account? (Choose three.)

- A. Account's Bills
- B. Account's Service Agreements
- C. premises linked to Service Agreements related to that account
- D. Account's Customer Class
- E. Account's Bill Cycle

Correct Answer: BCE

QUESTION 3

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

QUESTION 4

Which two choices may be used (if available) to store additional attributes that may not fit into the base package tables/fields without introducing database changes? (Choose two.)

- A. Basic Large Object (BLOB)
- B. Character Large Object (CLOB)
- C. Characteristics
- D. custom fields to base package tables
- E. custom child table(s) linked to base package parent tables

Correct Answer: AC

QUESTION 5

Which two plug-in spots call the rating functionality using base package-supplied algorithm types?

(Choose two.)

- A. Bill Segment Type - Bill Segment Create
- B. Bill Segment Type - Bill Segment FT Creation
- C. Adjustment Type - Generate
- D. Adjustment Type - Adjustment FT Creation
- E. Billable Charge Template

Correct Answer: BD

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