



1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

What can cause multiple bill lines for a rate component to be produced in a bill calculation header?

- A. change in Rate Schedule
- B. change in Rate Version
- C. change in Bill Factor
- D. changes in Rate Schedule and Bill Factor
- E. changes in Rate Version and Bill Factor

Correct Answer: A

QUESTION 2

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 3

What is the difference between a Service Script and a Plug-In Script?

- A. A Service Script executes on the server side while the Plug-In Script does not.
- B. A Service Script has an Edit Data step type while the Plug-In Script does not.
- C. A Service Script has user-configured input and outputs while a Plug-In Script has predefined input and outputs.
- D. A Service Scripts allows you to invoke Business Objects while a Plug-In Script does not.
- E. There is no difference between the two script types.



Correct Answer: B

QUESTION 4

What controls the types of service agreements and service points to be created?

- A. Campaign
- B. Package
- C. Campaign and Package
- D. Service Agreement Type/Service Point Type Relationship
- E. Order

Correct Answer: C

QUESTION 5

Which three are valid plug-in spots for a Business Object Lifecycle status? (Choose three.)

- A. Validation
- B. Entry
- C. Exit
- D. Monitor
- E. No Algorithms are plugged in on the Business Object Lifecycle.

Correct Answer: ACE

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