



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

Oracle Utilities Customer Care and Billing 2 Essentials

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#### QUESTION 1

Which two step types can invoke a business service directly when configuring scripts? (Choose two.)

- A. Edit Data
- B. Invoke Business Object
- C. Invoke Business Service
- D. Invoke Service Script
- E. Invoke Plug-In script

Correct Answer: BD

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#### QUESTION 2

Which three actions does the PUPL batch process perform? (Choose three.)

- A. creates Payment Segments
- B. creates Payment Advices
- C. creates Deposit Controls
- D. populates the Payment Upload Staging records
- E. posts payments to Suspense Account

Correct Answer: BDE

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#### QUESTION 3

How many bill segment-related financial transactions do pay plans have?

- A. one
- B. depends on the number of bills that will contain the customer's pay plan commitments
- C. depends on the number of payments that is part of the pay plan
- D. none
- E. unlimited

Correct Answer: B

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#### QUESTION 4



Which Control Central tab is the business user first transferred to when a customer/account/premise record is located and selected?

- A. Main
- B. Account Information
- C. Customer Information
- D. Account Tree
- E. Premise Tree

Correct Answer: D

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#### QUESTION 5

Field Activities of specific types can be created by the system automatically based on the type of work to be carried out, connection status of a service point, and the meter's installation and connection status.

Which four processes are based on the above? (Choose four.)

- A. starting service
- B. disconnecting service
- C. testing a meter or item in the field
- D. stopping service
- E. disconnect Warning

Correct Answer: ABCE

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