



1Z0-562^{Q&As}

Oracle Utilities Customer Care and Billing 2 Essentials

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QUESTION 1

Which three statements are correct for a field activity? (Choose three.)

- A. It is linked directly to a service point.
- B. It is linked directly to a premise.
- C. It must be service specific.
- D. Different field activity types for the same service point can be linked to different dispatch groups.
- E. Different field activity types for the same premise can be linked to different dispatch groups.

Correct Answer: BDE

QUESTION 2

What do the colored bars indicate in the To Do Summary Zone?

- A. aging
- B. priority
- C. status
- D. To Do role
- E. number of To Do entries

Correct Answer: C

QUESTION 3

Which plug-in spot must be configured if an implementation does not want a Business Object to do a complete roll back if there is an error when executing state-specific business rules?

- A. Monitor Algorithm
- B. Entry Algorithm
- C. Transition Error
- D. Exit Algorithm
- E. There is no way to prevent a Business Object from doing a complete rolling back.

Correct Answer: A



QUESTION 4

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

QUESTION 5

Which entity or entities can specify Eligibility Criteria Groups?

- A. Order
- B. Campaign
- C. Package
- D. Campaign and Package
- E. Order, Campaign, and Package

Correct Answer: A

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