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Oracle Utilities Customer Cloud Service 2021 Implementation Essentials

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QUESTION 1

If a customer makes a payment for more than what is due for the account, which entity contains the logic for how this overpayment should be handled?

- A. Tender Type
- B. Installation Options
- C. Customer Class
- D. Pay Segment Type
- E. Service Agreement Type

Correct Answer: BCE

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18368_V1_01.pdf

QUESTION 2

For a customer to receive a Subscription communication, what must they have?

- A. an active address contact preference
- B. an active address type preference
- C. an active person contact preference
- D. an active account contact preference

Correct Answer: D

QUESTION 3

Which major entities hold the key geographic, demographic, and financial information related to a customer who is financially responsible for a property?

- A. Account, Bill, Customer Class, Premise, Service Agreement
- B. Account, Bill, Premise, Service Agreement, Service Port
- C. Account, Person, Premise, Service Agreement, Service Port
- D. Account, Customer Class, Person, Premise, Service Agreement
- E. Account, Customer Class, Premise, Service Agreement, Service Port

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18367_V1_01.pdf (3)



QUESTION 4

On which three entities can proration be disabled? (Choose three.)

- A. Calculation Rule Business Object
- B. Bill Factor
- C. Calculation Rule
- D. Rate Version Calculation Group
- E. Rate Schedule

Correct Answer: ADE

QUESTION 5

Approval Profiles control which aspects of an Adjustment?

- A. whether current and/or payoff balance are affected by the adjustment
- B. control how adjustments are approved
- C. if an adjustment requires approval before it's frozen
- D. information defaulted on an Adjustment
- E. whether the adjustment should appear on the customer's next bill

Correct Answer: A

Reference: https://docs.oracle.com/cd/E73180_01/PDF/4.1.1.1%20CCB.v2.5.Manage%20Adjustment%20and%20Adjustment%20Approval.pdf

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