



1Z0-562

Oracle Utilities Customer Care and Billing 2 Essentials
Exam Summary – Syllabus – Questions



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Introduction to 1Z0-562 Exam on Oracle

Utilities Customer Care and Billing 2 Essentials

You can use this exam guide to collect all the information about Oracle Utilities Customer Care and Billing 2 Essentials (1Z0-562) certification. The Oracle 1Z0-562 certification is mainly targeted to those candidates who has some experience or exposure of Middleware Development Tools and want to flourish their career with Oracle Utilities Customer Care and Billing 2 Certified Implementation Specialist (OCS) credential. The Oracle Utilities Customer Care and Billing 2 Essentials certification exam validates your understanding of the Middleware Development Tools technology and sets the stage for your future progression. Your preparation plan for Oracle 1Z0-562 Certification exam should include hands-on practice or on-the-job experience performing the tasks described in following Certification Exam Topics table.

Oracle 1Z0-562 Certification Details:

Exam Name	Oracle Utilities Customer Care and Billing 2 Essentials
Exam Code	1Z0-562
Exam Product Version	Customer Care and Billing
Exam Price	USD \$245 (Pricing may vary by country or by localized currency)
Duration	120 minutes
Number of Questions	70
Passing Score	60%
Validated Against	This exam has been validated against 2.3.1.
Format	Multiple Choice
Recommended Training	Oracle Utilities Customer Care and Billing Functionality for Implementers Bootcamp Oracle Utilities Customer Care and Billing Fundamentals Bootcamp
Schedule Exam	Pearson VUE - Oracle
Recommended Practice	1Z0-562 Online Practice Exam

Oracle 1Z0-562 Exam Syllabus:

Control Central & User Interface Standards	<ul style="list-style-type: none"> - Navigate the Oracle Utilities Customer Care and Billing User Interface - Use and Maintain Control Central - Locate Help Documentation and Text
Framework Overview	<ul style="list-style-type: none"> - Use the Oracle Utilities Application Framework - Understand Maintenance Objects - Create Plug-In Logic - Extend the Database - Enforce Security Rules
Customer Information	<ul style="list-style-type: none"> - Maintain and Manage Customer Information - Determine Customer Account Structure - Manage Customer Contacts
To Do	<ul style="list-style-type: none"> - Configure and Manage To Do Functionality
Sales and Marketing	<ul style="list-style-type: none"> - Configure and Manage Campaigns, Packages and Orders
Device (Meter and Item) Management	<ul style="list-style-type: none"> - Configure and Manage Meters and Items
Field Work	<ul style="list-style-type: none"> - Manage Field Activities and Field Orders
Meter Reading	<ul style="list-style-type: none"> - Maintain Meter Reads
Route Management and Field Activity Upload	<ul style="list-style-type: none"> - Maintain Service Cycles, Routes and Field Activity Upload
Financial Transactions	<ul style="list-style-type: none"> - Manage Financial Transactions
Billing	<ul style="list-style-type: none"> - Manage Bills - Maintain Bill Segments - Complete Bills
Rates	<ul style="list-style-type: none"> - Manage and Apply Rates - Apply Proration - Apply Bill Factors
Payments	<ul style="list-style-type: none"> - Manage Payments - Manage Overpayment and Payment Distribution
Adjustments	<ul style="list-style-type: none"> - Configure and Manage Adjustments
Monitor Overdue Debt	<ul style="list-style-type: none"> - Configure and Manage Credit & Collections and Overdue Processes - Manage Payment Arrangements and Pay Plans
Case Management	<ul style="list-style-type: none"> - Configure the Case Management Functionality
Business Object Elements	<ul style="list-style-type: none"> - Configure using Business Object Elements
Business Object Business Rules	<ul style="list-style-type: none"> - Use Business Object Rules
Business Object Inheritance	<ul style="list-style-type: none"> - Share Business Object Properties
Business Object Lifecycle	<ul style="list-style-type: none"> - Apply Business Object Life Cycle
Business Object Options	<ul style="list-style-type: none"> - Use Business Object Options
Business Object Access Rights	<ul style="list-style-type: none"> - Configure Access Rights
Service Scripts	<ul style="list-style-type: none"> - Configure Service Scripts
Business Services	<ul style="list-style-type: none"> - Configure Business Services

Advanced BPA Script Features	- Configure and Manage Business Process Assistant (BPA) scripts
Revision Control	- Use Revision Control
Bundling	- Configure using Bundling Capabilities

1Z0-562 Sample Questions:

01. A service agreement's Primary Rate Schedule is linked to two Sub Rates. A bill segment is created for the service agreement for the period January 1, 2010 to February 1, 2010. The Primary Rate Schedule has a rate version effective on January 1, 2009 and another effective on January 15, 2010. How many bill calculation headers will be created for the bill segment?

- a) One
- b) two
- c) three
- d) four
- e) five

02. 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?

- a) starting service
- b) disconnecting service
- c) testing a meter or item in the field
- d) stopping service
- e) disconnect Warning

03. Service Points are specific locations at a property where a customer receives service. Select the three main categories of service points.

- a) Metered
- b) Metered - Interval
- c) Metered - Non-Interval
- d) Badged Item
- e) Unbadged Item

04. Using a base-supplied algorithm type, payment distribution priority is typically determined by _____.

- a) Service Agreement Type's Priority and Debt Age
- b) Debt Age
- c) Customer Class and Debt Age
- d) Customer Class and Service Agreement Type
- e) Payment Type and Debt Age

05. 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

06. When a bill is completed, bill messages can be retrieved from many sources. Which three are valid sources?

- a) Account
- b) Service Agreement Type
- c) Meter Read's Remark
- d) Account's Customer Class
- e) Bill Segment Type

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

- a) Account, Bill, Premise, Service Agreement, Service Point
- b) Account, Person, Premise, Service Agreement, Service Point
- c) Account, Bill, Customer Class, Premise, Service Agreement
- d) Account, CustomerClass, Premise, ServiceAgreement, Service Point
- e) Account, Customer Class, Person, Premise, Service Agreement

08. 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?

- 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

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

- 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

10. Which two states allow a Bill Segment to have its charges regenerated?

- a) Incomplete
- b) Error
- c) Freezable
- d) Frozen

e) Canceled

Answers to 1Z0-562 Exam Questions:

QUESTION: 01 Answer: a	QUESTION: 02 Answer: a, b, c, e	QUESTION: 03 Answer: a, c, e	QUESTION: 04 Answer: c	QUESTION: 05 Answer: c
QUESTION: 06 Answer: a	QUESTION: 07 Answer: e	QUESTION: 08 Answer: a, c	QUESTION: 09 Answer: b, d	QUESTION: 10 Answer: b, c

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@oraclestudy.com