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Oracle Utilities Customer Cloud Service 2021 Implementation Essentials

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QUESTION 1

Which relationship must be established with an external system or a service provider before creating bill determinants?

- A. Usage Transaction
- B. Usage Rule
- C. Usage Subscription
- D. Usage Factor

Correct Answer: C

Reference: https://docs.oracle.com/cd/E41155_03/library/CCB-MDM_Implementation_Guide_v12.1.pdf

QUESTION 2

When creating a new business object for a service point (SP), what items are required to be able to view and update the new elements associated with the SP?

- A. Maintenance Object, Application Service, and Schema
- B. Schema, Validation Algorithm, and Maintenance UI Map
- C. Display UI Map, Display Map Service Script, and Maintenance UI Map
- D. Validation Algorithm, Post Processing Algorithm, and Lifecycle

Correct Answer: A

QUESTION 3

What Service Order activity types does the application include?

- A. Start Service; Stop Service; Cut for Non-Payment; Reconnect Service for Payment; Exchange Meter; Move-In/Move-Out Service
- B. Start Service; Stop Service; Install Meter; Remove Meter; Exchange Meter; Move-In/Move-Out Service
- C. Enable Service; Disable Service; Install Meter; Remove Meter; Exchange Meter; Back-to-Back Service
- D. Enable Service; Disable Service; Cut for Non-Payment; Reconnect Service for Payment; Exchange Meter; Back-to-Back Service

Correct Answer: D

Reference: https://docs.oracle.com/cd/E91711_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_2.pdf

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QUESTION 4

When the source of a Financial Transaction is canceled, what does it result in?

- A. The source Financial Transaction is deleted and a new reversal Financial Transaction is created.
- B. A new reversal Financial Transaction is created.
- C. The source Financial Transaction status is changed to "Canceled".
- D. The source Financial Transaction is deleted.
- E. No change occurs.

Correct Answer: A

QUESTION 5

When a customer has a specific price for a defined quantity which is different to other customers, where is this specific price for the related Bill Factor defined?

- A. Bill Factor Characteristic
- B. Bill Factor Value
- C. Service Agreement - Contract Value
- D. Calculation Rule
- E. Account Characteristic

Correct Answer: C

QUESTION 6

What correctly describes the order in which algorithms, if plugged in, are executed when a bill changes from the "Pending" state to the "Complete" state?

- A. Service Agreement Type - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Pre-Bill Completion; Customer Class - Bill Completion; Customer Class - Post-Bill Completion
- B. Customer Class - Pre-Bill Completion; Customer Class - Bill Completion; Service Agreement Type Pre-Bill Completion; Service Agreement Type - Post-Bill Completion
- C. Customer Class - Pre-Bill Completion; Service Agreement Type - Pre-Bill Completion; Customer Class - Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Post-Bill Completion
- D. Service Agreement Type - Pre-Bill Completion; Customer Class - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Bill Completion; Customer Class - Post-Bill Completion

E. Service Agreement Type - Pre-Bill Completion; Customer Class - Pre-Bill Completion; Service Agreement Type - Bill Completion; Customer Class - Bill Completion; Service Agreement Type - Post-Bill Completion; Customer Class - Post-Bill Completion

Correct Answer: D

QUESTION 7

When configuring the Get Scalar Details usage rule, which three attributes can be defined to retrieve scalar values? (Choose three.)

- A. Unit of Measure
- B. Device ID
- C. Service Quantity Identifier
- D. Time of Use
- E. Service Point ID

Correct Answer: BDE

QUESTION 8

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 9

Your implementation requires an installation of two types of devices:

1.
Electric Smart Meter
2.
Gas Manual Meter

Which two Device Type attributes are required to identify these device types? (Choose two.)

- A. Device Business Object
- B. Service Type
- C. Valid Measuring Component Types
- D. Manufacturer
- E. Serial Number

Correct Answer: BC

QUESTION 10

Your client has the following requirements:

Many customers are installing their own solar electrical generation equipment. When these customers generate more electricity than required for their own use, the surplus can be exported back to the power grid.

In order to measure this generation, we have installed special scalar devices. These devices have separate registers to measure the energy generated (export) and the energy received (import) from the National Grid. Both reads will be stored in kWh, but the import is subtractive and export is consumptive.

What solution should you choose to configure the measuring component types for these specific requirements?

- A. Create two service points: one for subtractive import and the other for consumptive export.
- B. Create one new measuring component type for creating two measuring components (one for import and the other for export) that will be linked to one scalar device.
- C. Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices (one for import and the other for export).
- D. Create two new measuring component types (one for subtractive import and the other for consumptive export) to enable the creation of two measuring components that will be linked to one scalar device.

Correct Answer: D

QUESTION 11

Measuring components are either subtractive or consumptive. Which statement correctly describes these two concepts?

- A. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- B. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- C. Subtractive measuring components are associated with deductive meters, whereas consumptive measuring components are not.

D. A subtractive measuring component's consumption for a given period of time is the end measurement minus the start measurement. A consumptive measuring component's consumption is simply the measurement itself, and represents the consumption for the period of time since the previous measurement was taken.

Correct Answer: B

Reference: https://docs.oracle.com/cd/E91711_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_2.pdf

QUESTION 12

Which option correctly describes the high-level process from loading measurements through calculating usage?

A. 1. Load Initial Measurements

2.

Validate, edit, and estimate Initial Measurements

3.

Create Final Measurements

4.

Update Initial Measurements

B. 1. Load Initial Measurements

2.

Verify, evaluate, and enter Initial Measurements

3.

Create Final Measurements

4.

Calculate Usage

C. 1. Load Initial Measurements

2.

Validate, evaluate, and estimate Initial Measurements

3.

Update Initial Measurements

4.

Calculate Usage

D. 1. Load Initial Measurements

2.

Validate, edit, and estimate Initial Measurements

3.

Create Final Measurements

4.

Calculate Usage

Correct Answer: B

QUESTION 13

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 14

The base package usage transaction business object is represented by D2-UsageTransaction. The usage calculation engine or process drives the specifics of the usage to be calculated on this business object.

Based on this, which three configuration areas will have an impact on the usage calculation process? (Choose three.)

- A. VEE rule
- B. TOU map
- C. Usage Rule
- D. Factor Override

Correct Answer: BCD

Reference: https://docs.oracle.com/cd/E38983_04/PDF/MDM_Configuration_Guide_v2_1_0_3.pdf

QUESTION 15

Which three are important Account concepts that must always be followed? (Choose three.)

- A. Accounts expire when there are no active contracts.
- B. An Account can only reference one and only one person at one time.
- C. Every Account has a unique, system-assigned Account ID.
- D. Bills are produced for an account and are sent to the account persons.
- E. An Account references one or more persons.

Correct Answer: BCD

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