

100% Money Back
Guarantee

Vendor:Oracle

Exam Code:1Z0-996-20

Exam Name:Oracle Utilities Customer Cloud Service
2020 Implementation Essentials

Version:Demo

QUESTION 1

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

QUESTION 2

Using a base-supplied algorithm type, what is payment distribution priority typically determined by?

- A. Customer Class and Service Agreement Type
- B. Payment Type + Debt Age
- C. Debt Age
- D. Service Agreement Type's Priority and Debt Age
- E. Customer Class and Debt Age

Correct Answer: E

QUESTION 3

A Service Order Orchestrator determines the steps required to complete the service.

As an example, based on the state of the service point, what does the Enable Service Orchestrator determine the actions for?

- A. Create a Device Configuration; Install a Device; Turn on the Device
- B. Connect the Service Point; Install a Device; Create a Usage Subscription
- C. Create a Service Point; Install a Device; Turn on the Device
- D. Connect the Service Point; Install a Device; Turn on the Device

Correct Answer: C

QUESTION 4

Throughout its lifecycle, an asset's disposition changes as it is moved between locations and service statuses.

Which are valid asset dispositions?

- A. Receiving; Installed; Storage; Retired
- B. In Receipt; In Field; In Stores; Retired
- C. In Receipt; Installed; In Stores; Retired
- D. Receiving; In Field; Storage; Retired

Correct Answer: B

QUESTION 5

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 6

Which three statements are correct for Adjustment Types? (Choose three.)

- A. They can default an Adjustment Amount to adjustments.
- B. They control how adjustments appear on bills.
- C. They control whether a rate is to be called to calculate an adjustment amount.
- D. They control the valid Service Agreement Types that adjustments can be linked to.
- E. They control the valid Adjustment Profiles that adjustment types can belong to.

Correct Answer: BCD

QUESTION 7

As part of the service order processing, the algorithm D1-CNSPINS DV (Connect SP and/or Install Device) determines if a specific activity needs to be created based on the state of the service point.

Based on the status of the service point, what can this algorithm create?

- A. Device
- B. Device Configuration
- C. Smart Meter Command
- D. Service Point

Correct Answer: D

Reference: https://docs.oracle.com/cd/E63094_01/PDF/SGG_SOM_Configuration_Guide_v2_1_0_3.pdf

(18)

QUESTION 8

How many devices can be installed at a service point at an instance in time?

- A. exactly one device
- B. up to three devices
- C. one for each service type
- D. one for each measuring component

Correct Answer: A

Reference: https://docs.oracle.com/cd/E80256_01/PDF/MDM-SGG_Business_User_Guide_v2_2_0_0.pdf

QUESTION 9

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 10

How many Tenders can a Payment Event have?

- A. one Tender per Payment Event
- B. one Tender for each account the payment is applied to
- C. one Tender for each form of Payment submitted
- D. no Tenders for Payment Events, only Payment Segments
- E. no Tenders for Payment Events, only Payments

Correct Answer: C

Reference: https://docs.oracle.com/cd/E18733_01/pdf/E18367_V2_01.pdf (103)

QUESTION 11

How many service agreements are linked to a severance process?

- A. all service agreements that are connected to the initiating overdue process
- B. one
- C. any number defined by the business user
- D. zero - accounts are linked to severance processes
- E. all service agreements that are connected to the initiating collection process

Correct Answer: C

QUESTION 12

How many bill segment-related financial transactions do Payment Arrangements have?

- A. depends on the number of bills that will contain the customer's payment arrangement details
- B. one
- C. depends on the number of payments that are part of the payment arrangement
- D. unlimited
- E. none

Correct Answer: B

Reference: https://docs.oracle.com/cd/E63856_01/4.2%20Manage%20Device%20Measurements%20and%20Bill%20Customers/4.2.2.12%20CCB.v2.4.Manage%20Payment%20Arrangement%20Charges.pdf

(14)