Which two statements are correct in relation to a completed bill that has been generated by batch billing? (Choose two.)  
**A. A Bill Route record contains the list of all persons who are to receive a copy of the completed bill.**  
**B. A Route Type on a bill can be changed if the completed bill has not been downloaded.**  
**C. Bill Segments can only be canceled or rebilled if a completed bill has been reopened.**  
**D. The number of completed bills that may be reopened is configurable.**  
**E. Only the latest completed bill may be reopened.**

**Correct Answer: AE**

What is the mapping rule for an element that physically resides in a column on a Maintenance Object’s primary table called?  
**A. mapChild**  
**B. mapPrimTable**  
**C. mapField**  
**D. mapTable**  
**E. mapElement**

**Correct Answer: C**

Which three options correctly describe what the To Do Type controls? (Choose three.)  
**A. the To Do list on which the entry appears**  
**B. the roles to which an entry may be assigned**  
**C. the algorithms used to perform To Do-specific business rules**  
**D. the Users that can be assigned to a To Do Entry**  
**E. defining Control Central Alerts**

**Correct Answer: ABC**

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: ACD**

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, Customer Class, Premise, Service Agreement, Service Point**  
**E. Account, Customer Class, Person, Premise, Service Agreement**

**Correct Answer: B**

What can cause a bill segment to have multiple bill calculation headers?  
**A. multiple Rate Versions**  
**B. proration at Rate Component level**  
**C. proration at Bill Factor level**  
**D. multiple Scheduled Read Dates covered by the bill period**  
**E. multiple service agreements being covered by a bill segment**

**Correct Answer: A**

Business Object rules will not work if the \_\_\_\_\_\_\_ algorithm is not plugged into the Maintenance Object.  
**A. Revision Control**  
**B. Determine BO**  
**C. Audit**  
**D. Determine MO**  
**E. Determine BS**

**Correct Answer: D**

Meter reads may be estimated when a read for billing cannot be located or for determining high and/or low limits to check a meter read’s reasonableness. Which administration object specifies the algorithm that estimates consumption?  
**A. Trend Class**  
**B. Bill Segment Type**  
**C. High Low Factor**  
**D. Trend Area**  
**E. Installation Options**

**Correct Answer: D**

What four elements appear on every page in Oracle Utilities Customer Care and Billing when using the "classic" (or non-Fusion) user interface?  
**A. Dashboard, Menu Bar, Script Area, Status Bar**  
**B. Action Bar, Dashboard, Menu Bar, Status Bar**  
**C. Action Bar, Dashboard, Menu Bar, Script Area**  
**D. Action Bar, Dashboard, Main Menu, Status Bar**  
**E. Action Bar, Main Menu, Script Area, Status Bar**

**Correct Answer: D**

What are the three main classes of portals? (Choose three.)  
**A. Dashboard portal**  
**B. Customer Information portal**  
**C. Standalone portal**  
**D. Tab Page portal**  
**E. Account Information portal**

**Correct Answer: ACD**

Which three areas can be specified to invoke a User Interface (UI) map from a Business Process Assistant (BPA) script? (Choose three.)  
**A. Business Process Assistant (BPA) Script Area**  
**B. Page**  
**C. Pop-Up**  
**D. Portal**  
**E. Zone**

**Correct Answer: ABC**

Service Points are specific locations at a property where a customer receives service. Select the three main categories of service points. (Choose three.)  
**A. Metered**  
**B. Metered – Interval**  
**C. Metered – Non-Interval**  
**D. Badged Item**  
**E. Unbadged Item**

**Correct Answer: ADE**

Which four are the valid types of Characteristic Types? (Choose four.)  
**A. Predefined Value**  
**B. Ad hoc Value**  
**C. Lookup Value**  
**D. Foreign Key Value**  
**E. File Location**

**Correct Answer: ABDE**

What can cause multiple bill lines for a rate component to be produced in a bill calculation header?  
**A. change in Rate Schedule**  
**B. change in Rate Version**  
**C. change in Bill Factor**  
**D. changes in Rate Schedule and Bill Factor**  
**E. changes in Rate Version and Bill Factor**

**Correct Answer: C**

Where can you quickly find information and "cut and paste" examples on valid edit data syntax when you are configuring scripts?  
**A. in the Business Process documentation only (online)**  
**B. in the Administration documentation only (online)**  
**C. by clicking the Help button**  
**D. by clicking the "?" icon in zone headers**  
**E. in the "Script Tips" zone in the Dashboard**

**Correct Answer: E**

How are To Do Entries considered to be related to other To Do Entries on the Current To Do Zone?  
**A. They reference at least one common drill key reference.**  
**B. They reference at least two common drill key references.**  
**C. They reference at least one common foreign key characteristic.**  
**D. They reference at least two common foreign key characteristics.**  
**E. The ID of one To Do Entry is populated in the characteristics of another To Do Entry.**

**Correct Answer: C**

What accurately classifies a Customer Contact?  
**A. Contact Type only**  
**B. Contact Class only**  
**C. Contact Type and Contact Class**  
**D. Contact Type and Customer Class**  
**E. Contact Class and Customer Class**

**Correct Answer: C**

Which three entities may be individually linked, as a minimum, to the bill when created using the Off Cycle Bill Generator? (Choose three.)  
**A. Service Agreement (non-canceled) only**  
**B. Adjustments (frozen) only**  
**C. Billable Charge (non-canceled) and its related Service Agreement**  
**D. Adjustment (canceled) only**  
**E. Billable Charge (non-canceled) or its related Service Agreement**

**Correct Answer: ABC**

What correctly describes the hierarchy in how a Rate Schedule must be created?  
**A. Rate Schedule, Rate Version, Rate Component, SA Type**  
**B. Rate Version, Rate Schedule, Rate Component**  
**C. Rate Component, Rate Version, Rate Schedule**  
**D. Rate Schedule, Rate Component, Rate Version**  
**E. Rate Schedule, Rate Version, Rate Component**

**Correct Answer: E**

Which three are valid plug-in spots for a Business Object Lifecycle status? (Choose three.)  
**A. Validation**  
**B. Entry**  
**C. Exit**  
**D. Monitor**  
**E. No Algorithms are plugged in on the Business Object Lifecycle.**

**Correct Answer: ABC**

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**

**Correct Answer: A**

Which Control Central tab is the business user first transferred to when a customer/account/premise record is located and selected?  
**A. Main**  
**B. Account Information**  
**C. Customer Information**  
**D. Account Tree**  
**E. Premise Tree**

**Correct Answer: B**

Which three actions does the PUPL batch process perform? (Choose three.)  
**A. creates Payment Segments**  
**B. creates Payment Advices**  
**C. creates Deposit Controls**  
**D. populates the Payment Upload Staging records**  
**E. posts payments to Suspense Account**

**Correct Answer: ACE**

When a bill is completed, bill messages can be retrieved from many sources. Which three are valid sources? (Choose three.)  
**A. Account**  
**B. Service Agreement Type**  
**C. Meter Read’s Remark**  
**D. Account’s Customer Class**  
**E. Bill Segment Type**

**Correct Answer: ACD**

Which high-level entity prevents invalid meter configurations from being set up for a specific meter?  
**A. Meter Type**  
**B. Meter Configuration Type**  
**C. Valid Meter Configuration**  
**D. Valid Register Configuration**  
**E. Meter Configuration**

**Correct Answer: A**

How many bill segment-related financial transactions do pay plans have?  
**A. one**  
**B. depends on the number of bills that will contain the customer’s pay plan commitments**  
**C. depends on the number of payments that is part of the pay plan**  
**D. none**  
**E. unlimited**

**Correct Answer: D**

Which two Payment statuses will create Financial Transactions for a payment? (Choose two.)  
**A. Incomplete**  
**B. Freezable**  
**C. Complete**  
**D. Frozen**  
**E. Canceled**

**Correct Answer: DE**

Which two states allow a Bill Segment to have its charges regenerated? (Choose two.)  
**A. Incomplete**  
**B. Error**  
**C. Freezable**  
**D. Frozen**  
**E. Canceled**

**Correct Answer: BC**

Additional processing can be invoked when an order is completed. Which two entities can be used to define the algorithms for order completion? (Choose two.)  
**A. Order Type**  
**B. Campaign**  
**C. Package**  
**D. Customer Class**  
**E. Account**

**Correct Answer: BD**

Which three statuses are valid for a field activity? (Choose three.)  
**A. Pending**  
**B. Dispatched**  
**C. Complete**  
**D. Pended by User**  
**E. Held**

**Correct Answer: ACE**

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: B**

Which three statements are correct for meter and item installations? (Choose three.)  
**A. Only one meter can be installed at a service point at a time.**  
**B. Only one badged item can be installed at a time.**  
**C. A service point may not contain both badged and unbadged items at a time.**  
**D. A service point may contain both badged and unbadged items at a time.**  
**E. A service point may contain both a meter and a badged item at a time.**

**Correct Answer: ABC**

What is used to describe a group of tables that hold an object’s physical data?  
**A. Maintenance Object**  
**B. Business Object**  
**C. Character Large Object (CLOB)**  
**D. Data Area**  
**E. Basic Large Object (BLOB)**

**Correct Answer: A**

What can call a business service directly?  
**A. JAVA Program only**  
**B. JAVA Program, Plug-In, Service Scripts only**  
**C. Business Process Assistant (BPA) scripts only**  
**D. Plug-In and Service Scripts only**  
**E. JAVA Program, Business Process Assistant (BPA) Scripts, Plug-In, and Service Scripts only**

**Correct Answer: E**

After a bill has been generated and sent to a customer, a business user may discover an error and need to correct the charges that were generated. What describes the functionality where canceled and rebilled bill segments are presented on a new bill that must not contain new charges?  
**A. Cancel/Rebill**  
**B. Correction Notes**  
**C. Credit Notes**  
**D. Off Cycle Bill Generator**  
**E. Cancel/Rebill and Credit Notes**

**Correct Answer: C**

Which level provides security authentication when logging into Oracle Utilities Customer Care and Billing for production supported environments?  
**A. User Interface Tier**  
**B. Web Server**  
**C. Application Server**  
**D. Database Server**  
**E. Web and Application Server**

**Correct Answer: B**

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

Which two plug-in spots call the rating functionality using base package-supplied algorithm types? (Choose two.)  
**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**

**Correct Answer: AC**

How many Tenders can a Payment Event have?

How many Tenders can a Payment Event have?  
**A. one Tender per Payment Event**  
**B. no Tenders for Payment Events, only Payment Segments**  
**C. no Tenders for Payment Events, only Payments**  
**D. one Tender for each account the payment is applied to**  
**E. one or more Tenders for each form of Payment submitted**

**Correct Answer: E**

The lifecycle logic of the parent Business Object, when inherited by the child Business Object, \_\_\_\_\_\_\_\_.  
**A. can be changed by creating a new state in the child Business Object**  
**B. can be changed by updating an existing state in the parent Business Object so that it only affects the relevant child Business Object**  
**C. can be changed by adding additional algorithms on the child Business Object to any of the states from the parent Business Object**  
**D. can be changed by deleting a state in the child Business Object**  
**E. cannot be changed**

**Correct Answer: C**

Which process is used to populate the Field Activity Upload Staging Tables?  
**A. FACOMPL**  
**B. MUP1**  
**C. MUP2**  
**D. Process ‘X’**  
**E. FAUP-PURG**

**Correct Answer: D**

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? (Choose two.)  
**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**

**Correct Answer: BC**

Which type(s) of script(s) contain predefined input/output parameters?  
**A. Service Scripts**  
**B. Plug-in Scripts**  
**C. BPA Scripts**  
**D. Plug-in and Service Scripts**  
**E. No scripts have predefined input/output parameters.**

**Correct Answer: B**

Which statement correctly describes access rights when a child Business Object exists?  
**A. Access Rights are never required for Business Objects, only for Maintenance Objects.**  
**B. Access Rights are only required for the user at the parent Business Object level.**  
**C. Access Rights are only required for the user at the child Business Object level.**  
**D. Access Rights are required for the user at both the parent and the child Business Objects levels.**  
**E. Access Rights are optional.**

**Correct Answer: C**

Where do the business rules reside in the Oracle Utilities Application Framework architecture?  
**A. User Interface Tier**  
**B. Web Server**  
**C. Application Server**  
**D. Database**  
**E. Web and Application Server**

**Correct Answer: C**

How can a specific price, percent, or flat charge be directly specified or referenced on a Rate Component?  
**A. Bill Factor**  
**B. Rate Component Value Algorithm**  
**C. Explicitly Specified**  
**D. Bill Factor Value**  
**E. Service Quantity**

**Correct Answer: A**

Which status condition means that the Business Object cannot stay in this status of the life cycle and must move to another status?  
**A. Initial**  
**B. Interim**  
**C. Final**  
**D. Transitory**  
**E. Start**

**Correct Answer: D**

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: C**

What typically determines the number of accounts a person has?  
**A. the number of bills the person wants to receive**  
**B. the number of sites/premises the person is financially responsible for**

**C. the number of services the person wants to receive**  
**D. each time the person signs up with the Utility after ceasing the previous contractual relationship with the Utility**  
**E. each time the person moves premises (terminate financial responsibility for one premise and take on responsibility for another premise)**

**Correct Answer: C**

Which two statements describe when register readings for a meter get marked for High and/or Low review? (Choose two.)  
**A. When the register details for a meter are loaded into the staging tables**  
**B. When the register readings for a meter are created online**  
**C. When the MUP2 batch process creates the register readings for a meter**  
**D. When the register readings for a meter are updated**  
**E. When the TD-HILO batch process is executed**

**Correct Answer: BC**

The Help button is one source of assistance for a business user. Where can additional help text, if enabled, be located when configuring new user interfaces?  
**A. Portal Level, Zone Level, and Individual Field Level**  
**B. Zone Level and Individual Field Level**  
**C. Individual Field Level only**  
**D. Portal Level only**  
**E. Zone Level only**

**Correct Answer: B**

Which statement is the best approach to prevent executing an algorithm that is plugged in on a specific state of a base package-supplied parent Business  
Object?  
**A. Select the Inactive Algorithm option type on the specific state of the parent Business Object and put in the name of the algorithm.**  
**B. Select the Stop Algorithm option type on the specific state of the parent Business Object and put in the name of the algorithm.**  
**C. Select the Inactive Algorithm option type on the Maintenance Object and put in the name of the algorithm.**  
**D. Delete the algorithm directly from the parent Business Object.**  
**E. Create a new Business Object by copying the existing Business Object and make the required changes.**

**Correct Answer: A**

Which three statements are true in relation to Financial Transaction creation algorithms? (Choose three.)  
**A. They control how the current balance is affected.**  
**B. They control how the payoff balance is affected.**  
**C. They control if and how the General Ledger entries are created.**  
**D. They control how the General Ledger details are created as these must always exist against a Financial Transaction.**  
**E. They control when a Financial Transaction is to be swept onto a bill.**

**Correct Answer: ABC**

What correctly describes the possible causes of price proration?  
**A. change in Rate Schedule only**  
**B. change in Rate Version only**  
**C. change in Bill Factor only**  
**D. changes in Rate Schedule and Bill Factor**  
**E. changes in Rate Version and Bill Factor**

**Correct Answer: E**

On which entity or entities is Revision Control enabled?  
**A. Business Objects**  
**B. Maintenance Objects**  
**C. both Business Objects and Maintenance Objects**  
**D. Portals and Zones**  
**E. Portals**

**Correct Answer: B**

What information appears when you click the Help button in the Action Bar when using the "classic" (or non-Fusion) user interface?  
**A. contact information about the specific implementation**  
**B. information for a specific zone**  
**C. an index of Control Central information**  
**D. context-sensitive information**  
**E. information for a specific portal**

**Correct Answer: D**

Which three are valid types of Rate Components? (Choose three.)  
**A. Flat Charge**  
**B. Service Quantity**  
**C. For Calculation Purposes Only**  
**D. Interval Pricing**  
**E. Sub Rate**

**Correct Answer: ABD**

What is the difference between a Service Script and a Plug-In Script?  
**A. A Service Script executes on the server side while the Plug-In Script does not.**  
**B. A Service Script has an Edit Data step type while the Plug-In Script does not.**  
**C. A Service Script has user-configured input and outputs while a Plug-In Script has predefined input and outputs.**  
**D. A Service Scripts allows you to invoke Business Objects while a Plug-In Script does not.**  
**E. There is no difference between the two script types.**

**Correct Answer: C**

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: A**

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. Rate Component**  
**B. Bill Factor Characteristic**  
**C. Bill Factor Value**  
**D. Service Agreement – Contract Value**  
**E. Account Characteristic**

**Correct Answer: C**

At which level are Service Quantity Rules and Register Rules specified?  
**A. Rate Schedule**  
**B. Rate Version**  
**C. Rate Component**  
**D. Bill Segment Type**  
**E. Bill Factor**

**Correct Answer: B**

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**

**Correct Answer: C**

Which three statements are correct in reference to Case Types? (Choose three.)  
**A. It defines the possible states its cases can pass through.**  
**B. It defines the template for outgoing letters.**  
**C. It defines multiple initial states.**  
**D. It defines additional fields to be entered as part of the case.**  
**E. It defines if a Responsible User is required.**

**Correct Answer: ADE**

When an account is created, Access Rights are granted to control which user/users have access to that account’s information.  
Which three entities will have restricted access if a user does not have access to that account? (Choose three.)  
**A. Account’s Bills**  
**B. Account’s Service Agreements**  
**C. premises linked to Service Agreements related to that account**  
**D. Account’s Customer Class**  
**E. Account’s Bill Cycle**

**Correct Answer: ABC**

Which two plug-in spots allow additional logic to be implemented when a field activity is completed in the field? (Choose two.)  
**A. Field Activity Type -FA Completion Control**  
**B. Field Activity Type Profile – FA Completion Control**  
**C. Field Activity Remark – Activation**  
**D. Meter Reader Remark – Activation**  
**E. Installation – FA Additional Information**

**Correct Answer: AC**

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? (Choose four.)  
**A. starting service**  
**B. disconnecting service**  
**C. testing a meter or item in the field**  
**D. stopping service**  
**E. disconnect Warning**

**Correct Answer: ABCE**

Which four entities does the Application Viewer allow you to view? (Choose four.)  
**A. Algorithms**  
**B. Database Tables**  
**C. Maintenance Objects**  
**D. COBOL Programs**  
**E. Service Scripts**

**Correct Answer: ABCD**

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. Customer Class – Pre-Bill Completion; Customer Class – Bill Completion; Service Agreement Type – Pre-Bill Completion; Service Agreement Type – Post-Bill**  
Completion  
**B. 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  
**C. 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  
**D. 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  
**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: C**

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**

**Correct Answer: B**

Which entity defines the type of collection process to start based on age of debt, amount of debt, and type of customer?  
**A. Customer Class**  
**B. Debt Class**  
**C. Collection Class**  
**D. Collection Class Control**  
**E. Collection Process Template**

**Correct Answer: C**

Which three statements are correct for Adjustment Types? (Choose three.)  
**A. they control the valid Service Agreement Types that adjustments can be linked to**  
**B. they control whether a rate is to be called to calculate an adjustment amount**  
**C. they control how adjustments appear on bills**  
**D. they control the valid Adjustment Profiles that adjustment types can belong to E. they can default an Adjustment Amount to adjustments**

**Correct Answer: BCE**

Which step allow you to invoke another BPA Script and assume that the original script has completed exececution

1. Perform script
2. Transfer Control
3. InvoceSS
4. Goto Step
5. Press button

Correct Answer B