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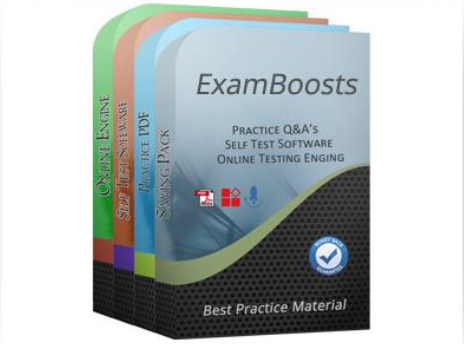

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Exam : **1z0-996-22**

Title : Oracle Utilities Customer Cloud Service 2022 Implementation Professional

Vendor : Oracle

Version : DEMO

QUESTION NO: 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 SegmentType
E. Service Agreement Type
Answer: C

QUESTION NO: 2
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
Answer: D
Explanation:
The major entities that hold the key geographic, demographic, and financial information related to a customer who is financially responsible for a property are:
Account: An account represents the financial relationship between a customer and the utility. It contains information such as the account number, account type, account status, billing cycle, payment plan, and balance.
Customer Class: A customer class is a grouping of customers based on common characteristics, such as residential, commercial, or industrial. It determines the default values for various attributes, such as rate schedules, service agreements, and billing options.
Person: A person is an individual who is associated with an account, such as the account holder, a contact, or a guarantor. It contains information such as the name, address, phone number, email, and identification number of the person.
Premise: A premise is a physical location where a utility service is provided. It contains information such as the premise number, premise type, premise status, address, coordinates, and service point.
Service Agreement: A service agreement is a contract between a customer and the utility that defines the terms and conditions of the service, such as the service type, start date, end date, rate schedule, and billing frequency.
These entities are linked together in a hierarchical structure, as shown in the following diagram1:
References:
Oracle Utilities Customer Cloud Service Business User Guide, Chapter 2: Customer Information, Section 2.1: Understanding Customer Information
[Oracle Utilities Customer Cloud Service Administrative User Guide], Chapter 2: Configuring Customer Information, Section 2.1: Configuring Customer Information Entities

QUESTION NO: 3
Which configuration steps are required to derive loss-adjusted kWh on a measuring component based on aloss factor value related to a service point?
A. Configure a Service Point Characteristic Type and derivation algorithm, and then associate the algorithm to the Measuring Component Type and the characteristic value to the service point.
B. Configure an SQI and the derivation algorithm, and then associate the algorithm to the Measuring Component Type and SQI to the service point.
C. Configure a factor and derivation algorithm, and then associate the factor to the Measuring Component Type and the derivationalgorithm to the service point.
D. Configure a factor and derivation algorithm, and then associate both to the Measuring Component Type and service point.
E. Configure a Service Point Characteristic Type, factor, derivation algorithm, and Service QuantityIdentifier (SQI), and then associate the SQI and derivation algorithm to the Measuring Component Type and the characteristic value to the service point.
Answer: E
Explanation:
According to the Oracle Utilities Customer Cloud Service User Guides, loss-adjusted kWh is a calculated value that represents the actual amount of energy delivered to a customer after accounting for the losses incurred during transmission and distribution1. To derive this value, the system needs to apply a loss factor to the raw kWh measurement obtained from the measuring component. A loss factor is a percentage that indicates how much energy is lost between the point of generation and the point of delivery1. A loss factor can vary depending on the location, voltage level, and time of the service point1. Therefore, the solution is to configure a Service Point Characteristic Type that can store the loss factor value for each service point, and a derivation algorithm that can apply the loss factor to the kWh measurement. The derivation algorithm should also use a Service Quantity Identifier (SQI) to distinguish the loss-adjusted kWh from the raw kWh, and a factor to indicate the mathematical operation to be performed (such as multiplication or division)2. The SQI and the derivation algorithm should be associated with the Measuring Component Type that measures the kWh, and the characteristic value should be associated with the service point. This way, the system can calculate the loss-adjusted kWh for each measuring component and service point combination, and store it as a separate value identifier2. References:
Loss-Adjusted kWh
Derivation Algorithms

QUESTION NO: 4
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

Answer: B
Explanation:
A severance process is a collection of events that are performed to persuade a customer to pay the outstanding debt or to disconnect the service if the debt is not paid1. A severance process is linked to one and only one service agreement (SA) that has an overdue balance2. A severance process can be initiated manually or automatically based on the collection process status of the SA3. A severance process can also be linked to a reconnection process that restores the service after the debt is paid or a payment arrangement is made.
References:
1: Severance Process - Severance Events
2: Designing Your Severance Procedures
3: Setting Up Severance Procedures
4: Designing Your Reconnection Procedures

QUESTION NO: 5
In addition to sets of procedures, and careful handling instructions for hazardous or delicate materials, what can Specifications include to provide information about assets or other entities?
A. Attributes
B. Specifications
C. Rules
D. Conditions
Answer: A
Explanation:
Specifications are a way of defining the characteristics and behavior of assets or other entities in Oracle Utilities Customer Cloud Service. Specifications can include sets of procedures, and careful handling instructions for hazardous or delicate materials, as well as attributes that provide information about the entity.
Attributes are data elements that can be used to store and display values, such as dimensions, weight, color, model, serial number, and so on. Attributes can also be used to define relationships between entities, such as parent-child, sibling, or peer-to-peer. Attributes can be configured to have different data types, validations, default values, and display options. References: Specifications, Attributes, Oracle Utilities Customer Cloud Service - Get Started

QUESTION NO: 6
Which usage rule would be used to retrieve scalar measurements and convert the total from one unitof measure to another?
A. Get Scalar Details and Math
B. Get Scalar Details and Apply Formula
C. A custom set of usage rules must be written.
D. Get Scalar Details and Axis Conversion
Answer: B
Explanation:

The Get Scalar Details and Apply Formula usage rule is used to retrieve scalar measurements from the measuring components installed at the usage subscription's service points and apply a formula to the total quantity1. This rule can be used to convert the total from one unit of measure to another by using a factor that has a Factor Class of "Number" and a Factor Type of "Conversion"2. For example, this rule can be used to convert the total consumption from cubic feet to therms by applying a factor that multiplies the cubic feet by a conversion rate2. Therefore, the correct answer is B. Get Scalar Details and Apply Formula.
References:
Get Scalar Details and Apply Formula
Configuring Usage Calculation Rules

QUESTION NO: 7
Which three statements are true in relation to Financial Transaction creation algorithms? (Choose three.)
A. They control how the payoff balance is affected.
B. They control when a Financial Transaction is to be swept onto a bill.
C. They control howthe General Ledger details are created as these must always exist against a Financial Transaction.
D. They control if and how the General Ledger entries are created.
E. They control how the current balance is affected.
Answer: A D E
Explanation:
In Oracle Utilities Customer Cloud Service, Financial Transaction creation algorithms play a pivotal role in the financial processes. The correct answers are:
They control how the payoff balance is affected (Option A): These algorithms can determine the way in which financial transactions impact the payoff balance of a customer's account.
They control if and how the General Ledger entries are created (Option D): Financial Transaction creation algorithms can dictate the creation of General Ledger entries, which are essential for accurate financial accounting and reporting.
They control how the current balance is affected (Option E): The algorithms have a direct influence on how financial transactions impact the current balance of a customer's account.
These algorithms are vital for ensuring that financial transactions are processed correctly and reflect accurately in various financial reports and customer account balances62†source63†source64†source65†source.
References:
Oracle documentation on Financial Transaction - FT Process: Financial Transaction - F T Process62†source.
Oracle documentation on An Overview of the Bill Creation Process: An Overview of the Bill Creation Process63†source.
Oracle documentation on Algorithms: Algorithms64†source.
Oracle documentation on Algorithms in Customer Care and Billing Cloud Service: Algorithms65†source.