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Topic Break Down

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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

Explanation:

Customer Class is correct because it provides the account-level business configuration used when an account receives more money than is currently due. In Oracle Utilities Customer Cloud Service, a customer class is assigned to an account and establishes important processing defaults and rules for accounts in that class. This includes the configuration that directs the system's treatment of a payment credit or overpayment. The customer class can identify the appropriate overpayment service-agreement type, allowing the excess amount to be recorded and managed as a credit associated with the account rather than being lost or treated as an unallocated payment. The configured overpayment service agreement then supports subsequent financial processing, such as retaining the credit for future obligations or applying it according to the applicable account-processing rules. Because the customer class centralizes these policies, organizations can apply distinct overpayment handling consistently to different customer populations, such as residential, commercial, or other account groups. Oracle's Customer Cloud Service documentation is available through the Oracle Utilities Customer Cloud Service documentation library; see also Oracle's Customer Cloud Service product overview for the service's account and customer-management context.

QUESTION NO: 2

Which three statements are true in relation to a Payment ArrangementRequest? (Choose three.)

A. examines the Account's eligibility for Payment Arrangement

B. ensures creation of either Pay Plan or Payment Arrangement

C. creates the Payment Arrangement Service Agreement

D. calculates delinquent amount for Service Agreementseligible for Payment Arrangement

E. determines if the Payment Arrangement Request requires approval

ANSWER: A D E

Explanation:

A Payment Arrangement Request is the controlled business process used to evaluate and prepare a customer payment arrangement before the arrangement is finalized. It examines the Account's eligibility for Payment Arrangement by applying the configured payment-arrangement rules to the account and its circumstances. This lets the utility consistently determine whether an account can proceed through the payment-arrangement process.

It also calculates delinquent amount for Service Agreements eligible for Payment Arrangement. The request identifies the service agreements that can participate and derives the delinquent balance that must be addressed by the proposed arrangement. This calculation supplies the financial basis for the arrangement terms, including the amount that will be handled through the process.

Finally, it determines if the Payment Arrangement Request requires approval. Configured business rules can route a request for review when its proposed terms or other conditions require authorization. This supports a governed workflow in which requests can be evaluated, calculated, and—when appropriate—approved before the related arrangement is established.

Oracle's Customer Cloud Service documentation is available through the Oracle Utilities Customer Cloud Service documentation library; see also Oracle's Customer Care and Billing product overview for the product context.

QUESTION NO: 3

Which two are "Are SP and Device Ready?" state algorithms for Enable Service? (Choose two.)

A. Customer Device Compatibility Check

B. Create Service Point

C. Check for Measurement

D. Create Usage Subscription

E. Start Service Agreement

ANSWER: A C

Explanation:

Customer Device Compatibility Check and **Check for Measurement** are the algorithms associated with the Enable Service order's "Are SP and Device Ready?" state. This state is a readiness gate: before the order can proceed with enabling service, the orchestration must confirm that the customer device can be used with the service point and that the required measurement capability or measurement configuration is available. The customer-device compatibility validation ensures the device/service-point combination is suitable for the requested service activity. The measurement validation ensures that the service point has the measurements needed to support the service being enabled, which is particularly important where metering or interval measurement requirements affect fulfillment.

These checks fit the purpose of the state because they validate prerequisites rather than performing the downstream fulfillment actions themselves. Oracle's Service Order Management configuration material identifies the algorithms configured for the Enable Service lifecycle and its readiness processing. See the Service Order Management Configuration Guide and Oracle's Oracle Utilities Customer Cloud Service overview for product and implementation context.

QUESTION NO: 4

Which three statements are true about a Device Configuration Type? (Choose three.)

A. It can be associated with a Device Type.

B. It defines the valid Measuring Component Types for the configuration.

C. It can be used when a device is installed at a service point.

D. It directly defines the billing rate for a service agreement.

E. It replaces the need for a Device Type.

ANSWER: A B C

Explanation:

A Device Configuration Type can be associated with a Device Type, defines the valid measuring component types for the configuration, and can be used when a device is installed at a service point. These controls let an implementation define the measurement capabilities supported by a device configuration and apply that configuration consistently during device installation.

A Device Configuration Type does not directly define a customer billing rate. Rates are configured through the rate-management framework and are applied to service agreements and bill calculation processing.

See the Oracle Utilities Meter Data Management documentation for information about devices, configurations, and measuring components.

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:

Attributes is correct because a specification serves as structured descriptive information for an asset or another business entity. Along with operational content such as procedure sets and special handling guidance, attributes capture the defining characteristics needed to identify, classify, describe, and manage the item consistently. Depending on the implementation, these characteristics can represent physical properties, operational details, classifications, ratings, manufacturer-related details, or other organization-specific facts. This makes the specification useful as a reusable information model rather than merely a document containing instructions.

Using attributes in a specification also supports consistent data capture across related records. Implementers can define the relevant properties once and associate them with the appropriate specification, allowing users and downstream processes to work with standardized asset information. That structured approach is important for search, reporting, integration, and lifecycle processes because the data is stored as meaningful entity characteristics rather than only as unstructured narrative text. Oracle Utilities Customer Cloud Service documentation is available through the Oracle Utilities Customer Cloud Service documentation library; Oracle also provides product context and implementation resources at the Oracle Utilities Customer Cloud Service product page.

QUESTION NO: 6

An implementation must define a reusable plug-in extension, including the plug-in spot that it supports and the parameters that must be supplied when the extension is used.

Which configuration entity should be defined?

A. Algorithm Type

B. Algorithm

C. Business Object

D. Characteristic Type

E. To Do Type

ANSWER: A

Explanation:

An Algorithm Type is correct because it defines the plug-in spot with which an algorithm can be used and the parameter definitions required by algorithms of that type. Individual algorithm records are then created from the Algorithm Type and supplied with the relevant parameter values. This allows the same extension definition to be reused consistently in business-object lifecycle processing and other configurable plug-in spots.

Oracle Utilities documentation describes the application's configurable business-object and algorithm framework in the Oracle Utilities Customer Cloud Service documentation library.

QUESTION NO: 7

A device has one or more measuring components that measure consumption, demand, or other values.

Which lists two attributes of a measuring component?

A. Channel Multiplier and Channel ID

B. Channel ID and Badge Number

C. Serial Number and Badge Number

D. Model and Serial Number

E. Manufacturer and Model

ANSWER: A

Explanation:

Channel Multiplier and Channel ID is correct because these values describe how a specific measuring component records and interprets a measurement channel. A measuring component represents the metering element or channel through which a device captures a quantity such as energy consumption, demand, interval usage, or another measured value. The Channel ID identifies the relevant channel associated with that component, supporting the association of readings and measurement data with the proper channel. The Channel Multiplier defines the scaling factor applied to the channel's recorded values so that the system can derive the actual measured quantity from the value received or stored. For example, a raw register or pulse count may require a multiplier to convert it into the applicable billing or usage quantity. These are therefore attributes used at the measuring-component/channel level, where Oracle Utilities models the collection and interpretation of meter data. Oracle Utilities documentation describes devices and their measuring components as the structures used to represent measurement channels and measured quantities; see the Oracle Utilities documentation reference and Oracle's Oracle Utilities product information.

QUESTION NO: 8

Your implementation requires an installation of two types of devices:

Electric Smart Meter

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

ANSWER: A C

Explanation:

Device Business Object and **Valid Measuring Component Types** are the attributes used to define the functional identity and supported measurement capabilities of a device type. The Device Business Object supplies the device's underlying

business behavior, lifecycle processing, validation, and data structure. This enables the configuration to distinguish devices that use different processing models, such as a remotely read smart meter and a manually read meter.

Valid Measuring Component Types associates the device type with the measuring-component definitions that it is permitted to support. Measuring component types establish the nature of the measurement, including properties such as scalar or interval measurement behavior and the applicable units of measure. Configuring valid measuring component types therefore makes the device type usable for its intended commodity and reading model, such as electric interval consumption or manually obtained gas consumption.

Together, these settings establish both the device processing model and the measurement capabilities required for the two distinct meter types. Oracle Utilities documentation describes device and measuring-component configuration within its Customer Cloud Service implementation documentation; see the Oracle Utilities Customer Cloud Service documentation and Oracle's Energy and Water documentation library.

QUESTION NO: 9

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

ANSWER: D

Explanation:

The correct sequence is **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**. When Oracle Utilities Customer Cloud Service completes a pending bill, it first runs the pre-completion algorithm spots. These provide a controlled point to perform validations, derive or prepare data, and apply processing required before the bill is finalized. The framework processes the Service Agreement Type level before the Customer Class level at this stage.

After the pre-completion processing has finished, bill-completion algorithms are invoked in the same configuration-level order: first at Service Agreement Type and then at Customer Class. This supports service-agreement-specific completion processing before customer-class-wide completion behavior is applied. Once the bill has been completed, the Customer Class post-bill-completion algorithm spot is executed. This final hook is intended for processing that depends on the completed bill state, such as downstream customer-class-level actions or integration-oriented follow-up work.

This ordering is part of the product's configurable billing lifecycle and algorithm-spot framework. See Oracle Utilities Customer Cloud Service documentation at Oracle Utilities Customer Cloud Service documentation and Oracle's Energy and Water Utilities documentation library.

QUESTION NO: 10

Which three statements correctly describe the relationship between premises, service points, and service agreements? (Choose three.)

A. A premise can have multiple service points.

B. A service point identifies the point at which a utility service is supplied.

C. A service agreement defines the customer's service and financial relationship.

D. A service point is the financial entity on which payments are recorded.

E. A premise is deleted whenever its last active service agreement is stopped.

ANSWER: A B C

Explanation:

A **premise can have multiple service points**, because a single physical location can receive more than one utility service or can contain multiple separately metered delivery points. A **service point identifies the point at which a utility service is supplied**, providing the service-delivery context at the premise. A **service agreement defines the customer's service and financial relationship**, including the service being billed and the account responsible for that service.

These entities separate location, service delivery, and financial responsibility, allowing customer changes and service changes to be processed while retaining historical information. See the Oracle Utilities Customer Care and Billing documentation.

QUESTION NO: 11

Which usage rule would be used to retrieve scalar measurements and convert the total from one unit of 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: D

Explanation:

Get Scalar Details and Axis Conversion is the appropriate usage rule because it is designed for usage derived from scalar-register measurements when the resulting total must be expressed on a different unit-of-measure axis. The rule retrieves the scalar details needed to establish the measured usage, including the relevant register values and their measurement context, and then performs the configured axis conversion on the calculated total. This is important when the source register is recorded in one unit, while downstream billing, settlement, or reporting requires the usage in another compatible unit. Applying the conversion as part of the usage-rule processing keeps the retrieved scalar usage and its converted output consistent with the system's configured measurement definitions and conversion logic. The rule therefore combines the two required operations in the question: obtaining scalar measurement details and converting the resulting total to the required unit of measure. Oracle Utilities Meter Data Management documentation describes usage processing and the measurement data concepts on which these rules operate. See the Oracle Utilities documentation reference and the Oracle Energy and Water documentation portal.