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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Understanding Financial Transactions: This section of the exam measures the skills of a Billing Analyst and covers how customer balances are calculated and maintained through service agreements and financial transactions. It includes how different transactions are generated and verified to ensure financial accuracy.

Topic 2	<ul style="list-style-type: none"> Initiating and Managing Service Orders and Field Activities: This section of the exam measures the skills of a Field Operations Coordinator and covers the full process of handling orchestrated service orders and field activities, from creation to completion. It focuses on extending configurations to support various customer-related field operations.
Topic 3	<ul style="list-style-type: none"> Configuring Rates: This section of the exam measures the skills of a Rate Designer and covers the structure of rate schedules, including the setup of charges and configuration of rules that influence billing results. It ensures understanding of how each rate component impacts the final bill.
Topic 4	<ul style="list-style-type: none"> Creating and Managing Payments: This section of the exam measures the skills of a Payments Administrator and covers the processing of payments from start to finish. It includes understanding different payment components and configuring systems to accept and reconcile payments from various sources.
Topic 5	<ul style="list-style-type: none"> Understanding Measurements and Performing Validation Editing Estimation (VEE) Processing: This section of the exam measures the skills of a Metering Analyst and covers the process of loading and processing measurement data, including how validations are applied and the role of VEE groups and rules in managing initial measurements and ensuring data integrity.
Topic 6	<ul style="list-style-type: none"> Describing the Customer to Meter Product: This section of the exam measures the skills of a Functional Consultant and covers the overall scope of the Customer to Meter product, including its core purpose and how it operates across different utility functions. It also evaluates understanding of how various components share transactional functions and how shared objects are managed across the system.
Topic 7	<ul style="list-style-type: none"> Creating and Managing Bills: This section of the exam measures the skills of a Billing Analyst and covers the lifecycle of billing, including how bills, segments, and off-cycle bills are created and maintained. It also reviews usage calculation entities, rule configurations, and how meter read changes affect billing adjustments.
Topic 8	<ul style="list-style-type: none"> Maintaining Customer Information: This section of the exam measures the skills of a Functional Consultant and covers how to manage customer records, particularly their demographic and geographic data. It also includes how service points are linked with devices, how installation details are tracked, how customers set notification preferences, and how service agreements and usage subscriptions are used in billing.
Topic 9	<ul style="list-style-type: none"> Understanding Adjustment: This section of the exam measures the skills of a Billing Analyst and covers how different types of adjustments work, the control mechanisms they use, and how they impact account balances. It includes the different methods for initiating and applying adjustments within the system.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional passleader free questions & 1z0-1196-25 valid practice dumps

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

What is the recommended way an adjustment can be levied when a service agreement is created?

- A. Define an Adjustment Type on the service agreement's start option.
- **B. Plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.**
- C. Define an Adjustment Type on the service agreement's SA Type.
- D. Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, adjustments are financial transactions used to modify a service agreement's balance, such as applying credits or charges. When a service agreement is created, an adjustment may be needed to account for initial fees, promotional credits, or other financial considerations. The Oracle Utilities Customer to Meter Configuration Guide recommends that the best way to levy an adjustment at service agreement creation is to plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.

The SA Activation plug-in spot, defined in the Service Agreement Type (SA Type), is a configuration point where algorithms can be attached to execute specific actions when a service agreement is activated (i.e., transitions from "Pending Start" to "Active"). By plugging in an adjustment creation algorithm, the system automatically generates the appropriate adjustment transaction as part of the activation process. This approach ensures that the adjustment is consistently applied, auditable, and aligned with the SA Type's business rules.

For example, a utility might configure an SA Activation algorithm to create a \$50 setup fee adjustment for new residential electric service agreements. When the service agreement is activated, the algorithm triggers the adjustment, updating the service agreement's balance and posting the transaction to the General Ledger (GL).

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that using the SA Activation plug-in spot is the recommended method because it integrates seamlessly with the service agreement lifecycle, reduces manual intervention, and supports complex logic (e.g., conditional adjustments based on customer class or service type).

The other options are incorrect for the following reasons:

Option A: Define an Adjustment Type on the service agreement's SA Type. An Adjustment Type defines the characteristics of an adjustment (e.g., GL account, approval rules) but does not specify when or how it is levied during service agreement creation.

Option C: Define an Adjustment Type on the service agreement's start option. Start options control initial settings for service agreements (e.g., billing frequency) but are not used to define adjustments.

Option D: Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment. While business object state transitions can trigger algorithms, this is not the recommended approach, as it is less specific to the activation process and may complicate lifecycle management.

Practical Example: A utility offers a \$25 welcome credit for new gas service agreements. They configure an SA Activation algorithm in the SA Type for gas services to create a credit adjustment of \$25 when the service agreement is activated. When a customer signs up and the agreement activates, the algorithm automatically applies the credit, reducing the service agreement's balance and notifying the billing system.

The Oracle Utilities Customer to Meter User Guide highlights that the SA Activation plug-in spot provides a robust, automated solution for adjustments, ensuring consistency and scalability across large customer bases.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Type and SA Activation Plug-in Spot
 Oracle Utilities Customer to Meter Implementation Guide, Chapter: Adjustments and Service Agreement Management
 Oracle Utilities Customer to Meter User Guide, Section: Service Agreement Activation

NEW QUESTION # 26

What determines an account's balance?

- **A. The sum of all the financial transactions linked directly to the service agreements related to the account**
- B. The logic defined in a plug-in spot on Installation Options
- C. The sum of all the financial transactions linked directly to the account
- D. The amount recorded in the "Balance Due" field on an account
- E. The sum of all the balances recorded in the "Balance Due" field on each service agreement related to the account

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, an account's balance represents the total amount owed or credited for all services associated with the account. The Oracle Utilities Customer to Meter Billing Guide explicitly states that the account's balance is determined by the sum of all the financial transactions linked directly to the service agreements related to the account. Financial transactions, such as bill

segments, payments, and adjustments, are recorded against specific service agreements, which are in turn linked to the account. The account's balance is the aggregate of these transactions, reflecting the net financial position.

This approach ensures that the balance accurately captures all charges, payments, and adjustments associated with the account's service agreements. For example, if an account has two service agreements—one for electricity and one for water—each with its own bill segments and payments, the account's balance is the sum of the financial transactions (e.g., charges minus payments) for both agreements.

The other options are incorrect for the following reasons:

Option B: The logic defined in a plug-in spot on Installation Options may influence how transactions are processed, but it does not directly determine the account's balance.

Option C: The amount recorded in the "Balance Due" field on an account is a display field that reflects the calculated balance, not the source of the balance determination.

Option D: The sum of all the financial transactions linked directly to the account is incorrect because financial transactions are linked to service agreements, not directly to the account.

Option E: The sum of all the balances recorded in the "Balance Due" field on each service agreement is misleading, as service agreements do not maintain a separate "Balance Due" field; the balance is calculated at the account level based on transactions.

Practical Example: Consider an account with a service agreement for electricity, which has a bill segment of

\$100 and a payment of \$80. The financial transactions for this service agreement total \$20 (\$100 - \$80). If the account has no other service agreements, the account's balance is \$20, calculated by summing the financial transactions linked to the service agreement.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that this structure allows for accurate financial tracking, as all transactions are tied to service agreements, which roll up to the account level for billing and reporting purposes.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Account Balance Calculation
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transactions and Account Management

NEW QUESTION # 27

A bill can be completed when every bill segment on a bill is error-free. Which two statements are correct regarding a completed bill?

- **A. The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill).**
- B. A Bill Route Type on a bill routing record can be changed if the completed bill's details have not been downloaded/extracted.
- **C. Bill segments can only be canceled or rebilled if a completed bill has been reopened.**
- D. A single bill routing record contains the list of all persons who are to receive a copy of the completed bill.
- E. Only the latest completed bill may be reopened (provided specific conditions are satisfied).

Answer: A,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a bill is considered completed when all associated bill segments are error-free and the bill is finalized for distribution. The Oracle Utilities Customer to Meter Billing Guide provides the following insights:

Statement B: "The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill)." This is correct. The system allows configuration of how many completed bills can be reopened, subject to specific conditions such as the bill not being extracted or downloaded for external processing. This flexibility is defined in the system's configuration settings.

Statement C: "Bill segments can only be canceled or rebilled if a completed bill has been reopened." This is also correct. According to the documentation, a completed bill must be reopened before any modifications, such as canceling or rebilling bill segments, can be performed. This ensures proper audit trails and financial integrity.

The other statements are incorrect:

Statement A: The Bill Route Type on a bill routing record cannot be changed after a bill is completed, even if the details have not been downloaded/extracted, as this would disrupt the finalized billing process.

Statement D: The system does not restrict reopening to only the latest completed bill; multiple bills can be reopened if conditions are met, as noted in Statement B.

Statement E: A bill routing record does not contain a list of all persons receiving a copy; instead, it defines how the bill is routed to specific recipients, and multiple records may exist for different recipients.

Thus, the correct answers are B and C, as they align with the system's billing processes.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Completion and Reopening
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 28

What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

- A. Control Central
- B. Work List
- C. Object Display Area
- D. Application Toolbar
- E. Sidebar

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Sidebar is the user interface element that always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed. The Oracle Utilities Customer to Meter User Guide describes the Sidebar as a persistent panel on the user interface that provides quick access to frequently used tools, such as search functions, recent items, alerts, and navigation menus. The Sidebar is designed to enhance user productivity by offering context-independent functionality that remains available across different screens and tasks.

The Sidebar's content is configurable to meet business needs, allowing users to access tools like global search, to-do lists, or system alerts without navigating away from the current object (e.g., an account or service point). It remains visible unless the user explicitly minimizes it, ensuring constant accessibility.

The other options are incorrect for the following reasons:

Option A: Work List is a specific feature that displays tasks or to-do items but is not a persistent desktop element and is typically accessed through the Sidebar or other menus.

Option B: Application Toolbar provides navigation and action buttons but is not always visible across all pages and does not contain general tools or data.

Option C: Control Central is a specific dashboard for customer and account information, not a persistent element across all pages.

Option D: Object Display Area is the main area where object-specific data is shown, not a tool or data container that remains constant.

The Oracle Utilities Customer to Meter Configuration Guide notes that the Sidebar is a critical component of the user interface, designed to streamline workflows by providing consistent access to essential tools. For example, a user viewing an account in Control Central can use the Sidebar to search for another customer or view pending tasks without leaving the current screen.

Reference:

Oracle Utilities Customer to Meter User Guide, Section: User Interface Overview Oracle Utilities Customer to Meter Configuration Guide, Chapter: Desktop Configuration

NEW QUESTION # 29

The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.

Which two statements are true for transfer adjustments?

- A. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- B. Both adjustments are created together and frozen together.
- C. Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts.
- D. A credit adjustment and debit adjustment for a transfer can be linked to separate approval profiles when using a single adjustment transaction.
- E. The GL details for both adjustments can be posted to the GL together.

Answer: B,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a transfer adjustment is a type of adjustment transaction used to move money between two service agreements, typically to correct billing errors or reallocate funds. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into the characteristics of transfer adjustments:

Statement A: "Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts." This is correct. The system restricts transfer adjustments to service agreements within the same account to maintain financial integrity and simplify reconciliation.

Transferring funds across accounts requires alternative mechanisms, such as payments or manual adjustments.

Statement C: "Both adjustments are created together and frozen together." This is also correct. A transfer adjustment involves a pair of adjustments—a debit adjustment to one service agreement and a credit adjustment to another. These are created as a single transaction to ensure balance and are frozen together to prevent partial processing, ensuring that the financial impact is consistent. The other statements are incorrect:

Statement B: Each adjustment cannot be created independently using a single adjustment transaction, as transfer adjustments are inherently paired (debit and credit) and created together.

Statement D: The credit and debit adjustments in a transfer cannot be linked to separate approval profiles within a single transaction, as they are part of the same adjustment process with unified approval logic.

Statement E: While the General Ledger (GL) details for both adjustments are related, they are not necessarily posted together; the posting depends on the GL configuration and timing.

Practical Example: Suppose a customer has two service agreements under one account: one for electricity (\$50 balance) and one for water (\$0 balance). A billing error incorrectly charged \$20 to the electricity agreement instead of the water agreement. A transfer adjustment is created, debiting \$20 from the electricity agreement and crediting \$20 to the water agreement. Both adjustments are created and frozen together, and the system ensures they are linked to the same account, updating the balances to \$30 (electricity) and \$20 (water).

The Oracle Utilities Customer to Meter Implementation Guide notes that transfer adjustments are a streamlined way to correct financial allocations within an account, reducing the need for manual interventions and ensuring auditability through paired transactions.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Transactions and Transfers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Adjustments

NEW QUESTION # 30

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