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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• Searching and Viewing Customer and Device Related Information: This section of the exam measures the skills of a Customer Service Representative and covers how to navigate the application screens, use advanced search features, and configure portals so users can access specific customer or device-related data efficiently.
Topic 3	<ul style="list-style-type: none">• Understanding Credit and Collections Capabilities: This section of the exam measures the skills of a Collections Officer and covers how the system uses automated processes to prompt debt recovery. It explains key concepts such as payment arrangements and pay plans, which help manage overdue balances.
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"> 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 6	<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 7	<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 8	<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 9	<ul style="list-style-type: none"> Starting and Stopping Service: This section of the exam measures the skills of a Customer Service Representative and covers the process of initiating and terminating service agreements. It explores how the system manages service transitions and supports customer service flows through guided interactions and system actions.
Topic 10	<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.
Topic 11	<ul style="list-style-type: none"> Maintaining Device Information: This section of the exam measures the skills of a Device Management Specialist and covers the structure and function of measuring components and their connection to devices. It includes configuring device and measuring component types and managing them through their lifecycle.
Topic 12	<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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q45-Q50):

NEW QUESTION # 45

There are various searching capabilities that a business user can use to locate customer and device-related information. What can be used to find devices, measuring components, service points, or usage subscriptions using a variety of search criteria?

- **A. Control Central Search**
- B. Customer 360 Search
- C. Unified Search
- D. 360 Search

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Control Central Search is the primary tool used by business users to locate devices, measuring components, service points, or usage subscriptions using a variety of search criteria. The Oracle Utilities Customer to Meter User Guide describes Control Central as a centralized dashboard that provides comprehensive search capabilities, allowing users to find customer and device-related information by entering criteria such as account numbers, device IDs, service point addresses, or usage subscription details.

Control Central Search is designed to streamline access to critical data, presenting results in a unified view that includes customer accounts, associated service points, devices, and usage subscriptions. For example, a user can search for a specific meter by its serial number and view its associated service point, measuring components, and billing history within the Control Central interface.

The other options are incorrect for the following reasons:

Option A: Unified Search is not a specific feature in Oracle Utilities Customer to Meter; it may be confused with general search functionalities in other systems.

Option B: Customer 360 Search is not a defined term in the system, though it resembles the concept of a 360-degree customer view provided by Control Central.

Option D: 360 Search is also not a recognized feature; it may be a misnomer for Control Central's comprehensive search capabilities. The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Control Central Search is a key feature for customer service representatives, enabling them to quickly resolve inquiries by accessing all relevant data in one place. For instance, if a customer calls about a billing issue, the representative can use Control Central Search to locate the customer's account, review the associated service point, and check the meter's measurement data.

Reference:

Oracle Utilities Customer to Meter User Guide, Section: Control Central Search Oracle Utilities Customer to Meter Implementation Guide, Chapter: Searching and Viewing Data

NEW QUESTION # 46

In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

- A. Customer Care and Billing
- B. Operational Device Management
- C. Work and Asset Management
- **D. Meter Data Management**
- E. Digital Asset Management

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Meter Data Management (MDM) application component is responsible for capturing and managing the source record that contains information about where an asset or device, such as a meter, is installed. The Oracle Utilities Customer to Meter Configuration Guide explains that MDM handles the lifecycle of metering devices, including their installation details, measurement data, and associations with service points. The source record for device installation is typically the service point, which is maintained within MDM and links the device to a specific location (e.g., a premise).

MDM is designed to manage all aspects of meter-related data, including the physical or virtual installation of devices, their configurations, and the measurements they produce. When a device is installed, MDM records the service point where the device is located, along with details such as the installation date, device configuration, and measuring components. This ensures accurate tracking of devices for billing, maintenance, and operational purposes.

The other options are incorrect for the following reasons:

Option A: Operational Device Management is not a distinct application component in Oracle Utilities Customer to Meter; it may be

confused with functionalities within MDM or other systems.

Option B: Customer Care and Billing (CC&B) focuses on customer interactions, billing, and financial transactions, not on capturing device installation records.

Option D: Digital Asset Management is not a component in this system; it may refer to unrelated asset management systems in other contexts.

Option E: Work and Asset Management (WAM) manages work orders and asset maintenance but does not primarily handle the source record for device installation, which is a core function of MDM.

The Oracle Utilities Customer to Meter Implementation Guide further clarifies that MDM integrates with other components, such as CC&B for billing and WAM for maintenance, but it is the primary component for recording and managing device installation data. For example, when a meter is installed at a service point, MDM updates the service point record with the device's serial number, type, and configuration, ensuring traceability throughout the device's lifecycle.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Meter Data Management Overview Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Installation and Management

NEW QUESTION # 47

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

NEW QUESTION # 48

A payment must be distributed to one or more service agreements for its financial impact to be realized. This is controlled by the logic in the payment distribution algorithm. Which entity is this algorithm plugged into?

- A. Installation Options
- B. Tender Type
- C. Service Agreement (SA) Type
- D. Customer Class
- E. Payment Segment Type

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a payment received from a customer must be distributed to one or more service agreements to update their balances and realize the financial impact. This distribution is governed by a payment distribution algorithm, which determines how the payment amount is allocated (e.g., to specific service agreements based on priority, balance, or other criteria). The Oracle Utilities Customer to Meter Billing Guide explicitly states that the payment distribution algorithm is plugged into the Payment Segment Type.

The Payment Segment Type defines the characteristics of payment segments, which are the individual allocations of a payment to specific service agreements. The payment distribution algorithm, configured in the Payment Segment Type, contains the logic for how payments are split or applied. For example, the algorithm might prioritize paying off older balances, allocate payments proportionally across all service agreements, or apply payments to a specific agreement based on customer instructions.

The Oracle Utilities Customer to Meter Configuration Guide further elaborates that the Payment Segment Type serves as a plug-in spot for algorithms that control payment distribution, ensuring flexibility for utilities to customize allocation rules. This is critical for accurate financial tracking and customer satisfaction, as incorrect distribution could lead to disputes or misreported balances.

The other options are incorrect for the following reasons:

Option A: Service Agreement (SA) Type defines the terms and conditions of a service agreement but does not control payment distribution logic.

Option B: Customer Class categorizes customers for billing or service purposes but is not a plug-in spot for payment distribution algorithms.

Option D: Installation Options contain global system settings, such as default parameters, but do not directly manage payment distribution logic.

Option E: Tender Type specifies the payment method (e.g., cash, check) and does not govern how payments are allocated to service agreements.

Practical Example: Suppose a customer with two service agreements (electricity with a \$100 balance and water with a \$50 balance) makes a \$120 payment. The Payment Segment Type's distribution algorithm might be configured to allocate the payment proportionally, resulting in \$80 applied to the electricity agreement and

\$40 to the water agreement. This logic is defined in the Payment Segment Type, ensuring the payment reduces the correct balances.

The Oracle Utilities Customer to Meter Implementation Guide highlights that configuring the Payment Segment Type correctly is essential for automating payment processing, reducing manual interventions, and ensuring compliance with utility policies.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Payment Distribution and Payment Segments
Oracle Utilities Customer to Meter Configuration Guide, Section: Payment Segment Type Configuration
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Payment Processing

NEW QUESTION # 49

An issue is detected in a frozen bill segment prior to a bill being completed and sent out. If the frozen bill segment is then cancelled and rebilled, which two statements are correct after the bill has been completed?

- A. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills.
- B. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be included in the following bill.
- C. The bill will include both the original bill segment that was cancelled and the new bill segment details for the customer to see.

- D. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected.
- E. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be selected.

Answer: A,D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, when a frozen bill segment is cancelled and rebilled due to an issue, the system handles the financial transactions and bill presentation as follows:

Statement A: "Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected." This is correct.

According to the Oracle Utilities Customer to Meter Billing Guide, when a bill segment is cancelled, both the original (originating) and cancellation financial transactions are included in the bill, but their

"Show on Bill" switches are deselected to prevent them from appearing as line items on the customer's bill, ensuring clarity.

Statement C: "The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills." This is also correct.

The documentation specifies that after cancellation, only the new (rebilled) bill segment is visible to the customer, and the cancelled bill segment is suppressed to avoid confusion.

The other statements are incorrect:

Statement B: Including both the original and new bill segments for the customer to see would create confusion and is not standard practice in the system.

Statement D: The cancelled bill segment details are not included in the following bill; they are suppressed entirely after cancellation.

Statement E: The "Show on Bill" switches are deselected, not selected, to ensure the cancelled transactions do not appear on the bill. Thus, the correct answers are A and C, as they accurately reflect the system's handling of cancelled and rebilled segments.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segment Cancellation and Rebilling Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 50

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