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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • 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 5	<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 6	<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 7	<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 8	<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 9	<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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

An implementation has the following requirements: Many customers are installing their own solar electrical generation equipment. When these customers generate more electricity than required for their own use, the surplus can be exported back to the power grid. To measure this generation, the utility has installed special scalar devices at customers' premises. These devices have separate registers to measure the energy generated (export) and the energy received (import) from the power grid. Both types of read will be stored in kWh, but the import is subtractive and export is consumptive. Which solution should an implementation choose to configure the measuring component types for these specific requirements?

- A. Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices (one device for import and the other for export).
- **B. Create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.**
- C. Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.
- D. Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the requirement to measure both import (energy received from the grid) and export (energy sent to the grid from solar generation) using a single scalar device with separate registers requires careful configuration of measuring component types. The Oracle Utilities Customer to Meter Configuration Guide specifies that the correct solution is to create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.

A measuring component is a point that captures and stores measurement data, and its type defines how the data is processed (e.g., subtractive or consumptive). In this scenario:

The subtractive import measuring component type processes import readings by subtracting the previous reading from the current reading to calculate consumption (e.g., grid energy used).

The consumptive export measuring component type processes export readings as direct measurements of energy generated and sent to the grid.

By creating two distinct measuring component types, the system can link two measuring components to a single scalar device (the meter), each corresponding to a separate register (one for import, one for export).

This configuration ensures accurate tracking of both import and export energy in kWh, with the appropriate calculation logic applied.

The Oracle Utilities Customer to Meter Implementation Guide highlights that this approach is ideal for net metering scenarios, as it allows utilities to bill customers for net consumption (import minus export) while accurately reporting exported energy for credits or grid management.

The other options are incorrect:

Option A: Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices. This is incorrect, as the requirement specifies a single scalar device with separate registers, not two devices.

Option B: Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device. This is incorrect, as a single service point is sufficient, and multiple service points would unnecessarily complicate the configuration.

Option D: Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device. This is incorrect, as a single measuring component type cannot support both subtractive and consumptive calculations simultaneously; separate types are needed.

Practical Example: A customer with solar panels has a scalar meter with two registers: one for import (subtractive) and one for export (consumptive). The utility configures two measuring component types:

"Import kWh" (subtractive) and "Export kWh" (consumptive). Two measuring components are created and linked to the meter, capturing import readings (e.g., 500 kWh - 400 kWh = 100 kWh used) and export readings (e.g., 200 kWh generated). The system uses these measurements for net metering, billing the customer for net consumption and crediting export.

The Oracle Utilities Customer to Meter User Guide notes that this configuration supports renewable energy integration, enabling utilities to manage distributed generation while maintaining billing accuracy.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Component Types and Net Metering
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Configuration for Renewable Energy
Oracle Utilities Customer to Meter User Guide, Section: Managing Measuring Components

NEW QUESTION # 38

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 # 39

Which three statements are true regarding Financial Transaction creation algorithms?

- A. They control when a Financial Transaction's details are ready to be posted to the General Ledger.
- B. They control if and how the General Ledger entries are created.
- C. They control how the payoff balance is affected.
- D. They control how the current balance is affected.
- E. They control when a Financial Transaction is to be swept onto a bill.

Answer: A,B,D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, Financial Transaction creation algorithms govern how financial transactions are generated and processed. The Oracle Utilities Customer to Meter Billing Guide specifies:

Statement C: "They control when a Financial Transaction's details are ready to be posted to the General Ledger." This is correct, as algorithms determine the timing of General Ledger (GL) posting based on transaction status.

Statement D: "They control if and how the General Ledger entries are created." This is also correct, as algorithms define whether GL entries are generated and the structure of those entries (e.g., debit/credit accounts).

Statement E: "They control how the current balance is affected." This is correct, as financial transactions directly impact the account's current balance, and algorithms dictate how these updates occur.

The other statements are incorrect:

Statement A: The payoff balance is typically managed by payment algorithms, not financial transaction creation algorithms.

Statement B: The sweeping of financial transactions onto a bill is controlled by bill completion processes, not financial transaction creation algorithms.

Thus, the correct answers are C, D, and E, as they align with the role of financial transaction creation algorithms.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Financial Transactions and General Ledger
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transaction Processing

NEW QUESTION # 40

An implementation needs to set up a configuration that allows a service point to be used with various metered devices. This configuration should support interval, digital scalar, and analog scalar devices. How could this requirement be met?

- A. Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.
- B. Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.
- **C. Configure one service point type, three device configuration types, and then configure the three valid device configuration types on the service point type.**
- D. Configure one service point type, three device types, and then configure the three valid device types on the service point type.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a service point represents the location where utility services are delivered, and it must be configured to support various metered devices (e.g., interval, digital scalar, analog scalar). The Oracle Utilities Customer to Meter Configuration Guide explains that this requirement is met by configuring one service point type, three device configuration types, and then configuring the three valid device configuration types on the service point type.

The Service Point Type defines the characteristics of service points, including which types of devices can be installed. Device Configuration Types specify the setup for devices, such as the number and type of measuring components (e.g., interval for smart meters, digital scalar for electronic meters, analog scalar for mechanical meters). By associating multiple Device Configuration Types with a Service Point Type, the system ensures that a service point can accommodate different device configurations over time, supporting the required flexibility.

For example, a Service Point Type for residential electric service might be linked to three Device Configuration Types: one for interval meters (smart meters with time-based readings), one for digital scalar meters (electronic meters with cumulative readings), and one for analog scalar meters (mechanical meters with cumulative readings). This configuration allows the service point to support any of these device types as needed, such as during meter upgrades or replacements.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Device Configuration Types provide the granularity needed to support diverse metering technologies, while the Service Point Type ensures compatibility with the service delivery requirements.

The other options are incorrect:

Option A: Configure one service point type, three device types, and then configure the three valid device types on the service point type. This is incorrect, as Device Types define general device categories (e.g., electric meter) but lack the specific configuration details provided by Device Configuration Types.

Option C: Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type. This is incorrect, as Measuring Component Types define data collection points (e.g., kWh, demand) but do not encompass the full device configuration.

Option D: Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type. This is incorrect, as limiting to one Device Type reduces flexibility, and the correct approach focuses on Device Configuration Types.

Practical Example: A utility upgrading to smart meters configures a Service Point Type for electric service, linking it to three Device Configuration Types: interval (for smart meters), digital scalar (for existing electronic meters), and analog scalar (for older mechanical meters). When a smart meter is installed at a service point, the system references the interval Device Configuration Type, ensuring compatibility with the service point's requirements.

The Oracle Utilities Customer to Meter User Guide notes that this configuration supports seamless meter transitions, enabling utilities to manage diverse metering technologies without reconfiguring service points.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Type and Device Configuration
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Management
Oracle Utilities Customer to Meter User Guide, Section: Configuring Service Points

NEW QUESTION # 41

Usage calculations calculate service quantities (often referred to as bill determinants) for bill calculation purposes. Which option correctly specifies the valid entity or entities related to usage calculations?

- A. Usage Calculation Group and Post-Processing Usage Calculation Group
- **B. Usage Calculation Group**

- C. Pre-Processing Usage Calculation Group and Usage Calculation Group
- D. Pre-Processing Usage Calculation Group, Usage Version Calculation Group, and Post-Processing Usage Calculation Group
- E. Usage Version Calculation Group

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, usage calculations are responsible for determining service quantities, also known as bill determinants, which are used in billing processes. The primary entity associated with these calculations is the Usage Calculation Group. This group defines the rules and logic for calculating service quantities based on meter readings or other measurement data. According to the Oracle Utilities Customer to Meter documentation, the Usage Calculation Group is the central entity that orchestrates the calculation process, including applying validation, editing, and estimation (VEE) rules as needed.

The other options include entities that are either incorrect or not directly related to usage calculations:

Usage Version Calculation Group (Option A) is not a standard term in the Oracle Utilities framework and does not exist as a defined entity for usage calculations.

Pre-Processing Usage Calculation Group and Post-Processing Usage Calculation Group (Options B, C, D) are also not recognized entities within the Oracle Utilities Customer to Meter system. These terms may be confused with preprocessing or post-processing steps in other contexts, but they do not apply to usage calculations in this system.

The correct entity, Usage Calculation Group (Option E), is explicitly mentioned in the Oracle Utilities Customer to Meter Configuration Guide as the entity that governs the calculation of service quantities for billing.

Thus, the correct answer is E, as it accurately identifies the Usage Calculation Group as the valid entity for usage calculations.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Processing Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing and Usage Calculations

NEW QUESTION # 42

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